TOSHIBA
Leading Innovation

MULTIFUNCTIONAL DIGITAL COLOR SYSTEMS

Troubleshooting Guide

e-STUDIO5520c/6520c/6530c

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Preface

Thank you for purchasing TOSHIBA Multifunctional Digital Color System. This guide describes how to troubleshoot the problems that could occur while you are using the equipment. Keep this guide within easy reach, and use it to configure an environment that makes best use of the e-STUDIO's functions.

■ How to read this manual

❑ Symbols in this manual

In this manual, some important items are described with the symbols shown below. Be sure to read these items before using this equipment.

⚠ **WARNING**	Indicates a potentially hazardous situation which, if not avoided, could result in death, serious injury, or serious damage, or fire in the equipment or surrounding assets.
⚠ **CAUTION**	Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury, partial damage to the equipment or surrounding assets, or loss of data.
Note	Indicates information to which you should pay attention when operating the equipment.

Other than the above, this manual also describes information that may be useful for the operation of this equipment with the following signage:

Tip	Describes handy information that is useful to know when operating the equipment.
🕮	Pages describing items related to what you are currently doing. See these pages as required.

❑ Screens

- Screens in this manual may differ from the actual ones depending on the use-environment of the equipment such as the installing status of options.
- Screens of when paper in the A/B format is used are given in this manual. If you use paper in the LT format, the display or the order of buttons may differ from that of your equipment.

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- The official name of Windows 2000 is Microsoft Windows 2000 Operating System.
- The official name of Windows XP is Microsoft Windows XP Operating System.
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CONTENTS

Preface **1**

Chapter 1 TROUBLESHOOTING FOR THE HARDWARE

Messages Displayed on the Touch Panel **8**

Clearing a Paper Jam **11**
Locating a paper jam 11
Clearing a paper jam 12
Paper jam in the Reversing Automatic Document Feeder 13
Paper jam in the External Large Capacity Feeder (optional) 15
Paper jam in the drawer feeding portion 17
Paper jam in the bypass tray 18
Paper jam in the right side of the equipment 18
Paper jam in the duplexing unit 21
Paper jam in the Finisher and the Hole Punch Unit (both optional) 22
Paper jam in the Saddle Stitch unit (optional) 26
Paper jam in the receiving unit 30
Paper jam in the bridge unit 32
Clearing paper jams caused by a wrong paper size setting 33
Clearing paper jams caused by a wrong paper type setting 38

Clearing a Staple Jam **42**
Staple jam in the Finisher 42
Staple jam in the Saddle Stitch unit 43

Replacing a Toner Cartridge **46**
Replacing a “Near Empty” toner cartridge 49

Replacing the Waste Toner Box **52**

Refilling With Staples **54**
Refilling the Finisher staples 54
Refilling the Saddle Stitch unit staples 55

Cleaning the Hole Punch Dust Bin **58**

Chapter 2 TROUBLESHOOTING FOR COPYING

Copying Problems **60**

Chapter 3 TROUBLESHOOTING FOR PRINTING

Print Job Problems **64**
Clearing print job errors 64
Cannot remember the document password for a Private Print job 66

Printer Driver Problems **67**
Cannot print (port setting problems) 67
Command line options not processed 67
Retrieval of printer configuration failed 67
Cannot print a job as expected using PS3 printer driver 68
Cannot change settings on the [Fonts] tab and the [Configuration] tab 68
The scanned image of a black-and-white original is printed in the full color mode 68

Network Connection Problems **69**
Cannot print with the equipment (network connection problems) 69
Cannot print with SMB print 69

Cannot print properly with AppleTalk print 69
Client Problems 70
Checking the client status 70
Hardware Problems 71
Startup page not printed 71
Print jobs not output 71

Chapter 4 TROUBLESHOOTING FOR SCANNING

Scanning Problems 74
Cannot E-mail my scans 74
Cannot find the data saved in the shared folder 74

Chapter 5 TROUBLESHOOTING FOR e-Filing

e-Filing Web Utility Problems 76
e-Filing Web Utility terminates the session 76
Numerous sub windows repeatedly appear 76
Displaying the items in the Contents Frame takes a long time 76
Error messages 77

Chapter 6 TROUBLESHOOTING FOR NETWORK CONNECTIONS

Locating the Equipment in the Network 80
Cannot locate the equipment in the network 80
Cannot locate the equipment with Local Discovery 81
Equipment does not respond to ping command 82
LDAP Search and Authentication Problems 83
Network shutdown occurs or touch panel disabled after LDAP search 83
LDAP authentication takes a long time 83
Printing Problems (Network Related) 84
SMB print and Point&Print in a Windows operating system environment 84
Raw TCP or LPR print in a Windows operating system environment 84
IPP print in a Windows operating system environment 85
Novell print in a NetWare environment 85
Macintosh environment 86
UNIX/Linux environment 86
Network Fax (N/W-Fax) Driver Problems 87
Cannot send a fax document with N/W-Fax driver 87
“Could not connect to the MFP device” message appears 87

Chapter 7 CHECKING THE EQUIPMENT STATUS WITH TopAccess

Hardware Status Icons on TopAccess [Device] Tab 90
Error Messages 92
Error Codes 96
Error codes on print jobs 96
Error codes on transmission and reception 97
Error codes on scan jobs 100

Chapter 8 WHEN SOMETHING IS WRONG WITH THE EQUIPMENT

When You Think Something Is Wrong With the Equipment 106
General operations 106
Originals and paper 107
Regular Maintenance 108

INDEX 109

1

TROUBLESHOOTING FOR THE HARDWARE

This chapter describes how to troubleshoot the problems with paper, toner and other finishing processes.
This chapter also describes how to supply the paper, toner and staples.

Messages Displayed on the Touch Panel 8

Clearing a Paper Jam 11

Locating a paper jam 11
Clearing a paper jam 12
Paper jam in the Reversing Automatic Document Feeder 13
Paper jam in the External Large Capacity Feeder (optional) 15
Paper jam in the drawer feeding portion 17
Paper jam in the bypass tray 18
Paper jam in the right side of the equipment 18
Paper jam in the duplexing unit 21
Paper jam in the Finisher and the Hole Punch Unit (both optional) 22
Paper jam in the Saddle Stitch unit (optional) 26
Paper jam in the receiving unit 30
Paper jam in the bridge unit 32
Clearing paper jams caused by a wrong paper size setting 33
Clearing paper jams caused by a wrong paper type setting 38

Clearing a Staple Jam 42

Staple jam in the Finisher 42
Staple jam in the Saddle Stitch unit 43

Replacing a Toner Cartridge 46

Replacing a “Near Empty” toner cartridge 49

Replacing the Waste Toner Box 52

Refilling With Staples 54

Refilling the Finisher staples 54
Refilling the Saddle Stitch unit staples 55

Cleaning the Hole Punch Dust Bin 58

Messages Displayed on the Touch Panel

When a message appears on the touch panel, see the table below to solve the problem.

Message	Problem Description	Solution
Misfeed in ***	Paper jam has occurred inside the equipment.	Remove the jammed paper following the guidance displayed on the touch panel. 📖 P.11 “Clearing a Paper Jam”
Install new *** toner cartridge	No toner is left. “***” indicates the color. (The colors are shown abbreviated when two or more toners are running out: Y: yellow, M: magenta, C: cyan, and K: black.)	See the color indication on the touch panel and replace the toner cartridge.(About 2000 copies more can be made after this message appears. The number varies depending on the conditions of copying. 📖 P.46 “Replacing a Toner Cartridge”
Check paper size setting on control panel for drawer N	Paper jam has occurred because of the mismatch between the paper size placed in drawer N and the size registered for drawer N on the equipment.	Just removing the jammed paper does not prevent another paper jam. Be sure to correctly register the paper size in the equipment. 📖 P.33 “Clearing paper jams caused by a wrong paper size setting”
Check paper type setting for drawer N	Paper jam has occurred because of the mismatch between the paper type placed in a drawer N and the type registered for the drawer N on the equipment.	Just removing the jammed paper does not prevent another paper jam. Be sure to correctly register the paper type in the equipment. 📖 P.38 “Clearing paper jams caused by a wrong paper type setting”
Paper for left drawer can be added	No paper is left in the left tray of the Tandem Large Capacity Feeder.	You can add paper while the copy function is in operation. Open the drawer of the Tandem Large Capacity Feeder and add paper in the left drawer. For details, refer to Chapter 1 of the ***Copying Guide***.
TRU Box needs to be replaced (Please make a service call)	The TRU box requires replacement by a service technician.	Contact your service representative.
Prepare new waste toner box	The waste toner box is nearly full.	Have a new waste toner box ready for the replacement.
Wait (Performing Self-check)	The equipment is undergoing the maintenance to keep its imaging quality.	Wait until the maintenance is completed and the message disappears.
Change direction of original	The orientation of the original placed on the original glass is incorrect.	Change the orientation of the original by 90 degrees and place it on the original glass.
Misfeed in document feeder	The original was jammed inside the Reversing Automatic Document Feeder.	Remove the jammed original following the guidance displayed on the touch panel. 📖 P.13 “Paper jam in the Reversing Automatic Document Feeder”
Time for Developer (*) Maintenance. (The colors are shown abbreviated: Y: yellow, M: magenta, C: cyan and K: black.)	Little developer remains. “*” indicates the color of the developer.	Contact your service representative.
Cannot print this paper size Select the other Drawer	A printing was attempted but failed. The paper could not be output on the tray selected for the paper output because of the mismatch between the paper size and the tray. 1. The paper with the size of 320 mm x 450 mm, 320 mm x 460 mm or 330 mm x 483 mm (13" x 19") was attempted to be output in the lower receiving tray of MJ-1103/MJ-1104. 2. The paper with the length of 457 mm (18") or longer was attempted to be output in the lower receiving tray of MJ-1103/MJ-1104. 3. The paper with the length of 483 mm (19") or longer was attempted to be output in the receiving tray of the Finisher.	Delete the failed print job, select the appropriate tray for the paper, and perform printing again.

Message	Problem Description	Solution
Cannot print this paper type Set the other paper type	A printing was attempted but failed. The paper could not be output in the tray selected for the paper output because of the mismatch between the paper type and the tray. (Special paper or thick 4 paper was attempted to be output in the lower receiving tray of MJ-1103/MJ-1104.)	Delete the failed print job, select the appropriate tray for the paper, and perform printing again.
Change from this mode Count over, cannot store anymore	The number of originals to be scanned has reached the limit of 1000 sheets during scanning. (The magazine sort or page number function is used.)	Reduce the number of originals to be scanned to less than 1000 sheets, and try it again.
READY (CHECK SADDLE STITCH STAPLER)	Staple jam has occurred in the stapler of the Saddle Stitch unit.	Remove the jammed staples. 🕮 P.43 “Staple jam in the Saddle Stitch unit”
READY (CHECK SADDLE STITCH STAPLER)	No staples remain in the stapler of the Saddle Stitch unit.	Refill the staples. 🕮 P.55 “Refilling the Saddle Stitch unit staples”
READY (CHECK STAPLER)	Staple jam has occurred in the stapler of the Finisher.	Remove the jammed staples. 🕮 P.42 “Clearing a Staple Jam”
READY (CHECK STAPLER)	No staples remain in the stapler of the Finisher.	Refill the staples. 🕮 P.54 “Refilling With Staples”
READY (HOLE PUNCH DUST BIN IS FULL)	The hole punch dust bin is full of paper punchings.	Remove the paper punchings. 🕮 P.58 “Cleaning the Hole Punch Dust Bin”
READY (INNER TRAY FULL)	The receiving tray of the equipment is full of paper.	Remove the paper from the receiving tray of the equipment.
Add paper	No paper remains in a drawer or on the bypass tray.	Set paper in the drawer or on the bypass tray. The touch panel indicates which drawer (or the bypass tray) has no paper. To set paper, refer to the ***Copying Guide***.
Call for service	The equipment requires adjusting by a service technician.	Contact your service representative with the error code (C***) displayed on the right side of the touch panel. **⚠ WARNING** **Never attempt to repair, disassemble or modify the equipment by yourself.** You could cause a fire or get an electric shock. Always contact your service representative for maintenance or repair of the internal parts of the equipment.
Examine stapler in the Saddle Stitch unit	Staple jam has occurred in the stapler of the Saddle Stitch unit.	Remove the jammed staples. 🕮 P.43 “Staple jam in the Saddle Stitch unit”
Check staple cartridge in the Saddle Stitch unit	No staples remain in the stapler of the Saddle Stitch unit.	Refill the staples. 🕮 P.54 “Refilling With Staples”
Check staple cartridge	No staples remain in the stapler of the Finisher.	Refill the staples. 🕮 P.54 “Refilling With Staples”
Examine Stapler	Staple jam has occurred in the stapler of the Finisher.	Remove the jammed staples. 🕮 P.42 “Clearing a Staple Jam”
Saving energy Press START button	The equipment is in the Energy Saver mode after a period of time.	Press the [START] button to clear the Energy Saver mode.
CHANGE DRAWER TO CORRECT PAPER SIZE	No paper suitable for the original is set.	Place the suitable size paper for the original in the drawer.
Time for periodic maintenance	The equipment requires inspection and maintenance by a service technician.	Contact your service representative.
POWER FAILURE	A job was interrupted by a power failure or some other reason.	The print or fax job may be incomplete. Press [JOB STATUS] to check whether any jobs are unfinished. To clear the message, press the [FUNCTION CLEAR] button twice.
ERASING DATA	The Data Overwrite Enabler (optional) is clearing the data.	This message is displayed if the Data Overwrite Enabler (optional) is installed. You can operate the equipment while the message is displayed.

Message	Problem Description	Solution
Check paper size setting on touch panel for Bypass tray	Paper jam occurred because of a mismatch between the paper size placed in the bypass tray and the size registered for the bypass tray in the equipment.	Register the paper size correctly. Just clearing the paper jam does not prevent another paper jam. 📖 P.33 “Clearing paper jams caused by a wrong paper size setting”
Set the paper on the bypass tray again.	The paper placed on the bypass tray jammed.	Remove the jammed paper and set the paper again.
Reboot the machine	An error occurred in the equipment and it stopped normal operation.	Rebooting the equipment may correct the error. To reboot the equipment, turn the main power switch off and then on.
Toner near Empty (***)	A toner is running out. “***” indicates the color. (The colors are shown in abbreviations when two or more toners are running out: Y: yellow, M:magenta, C:cyan, and K:black)	Check the color of the toner on the touch panel and prepare the toner cartridge. (About 4000 copies more can be made after this message appears.) Notes • Replace a toner cartridge after the message “Install new *** toner cartridge” is displayed. • Black and white printing is available while the other colors have run out. Neither color nor black and white printing can be done when the black toner has run out. • If you replace a toner cartridge with a new one while some toner remains, make sure to clear the counter. This is necessary for the equipment to display the next “Toner near Empty” message at the proper time. For the procedure, see below. 📖 P.49 “Replacing a “Near Empty” toner cartridge”
Confirm waste toner box is attached and close waste toner box cover	The waste toner box is not securely attached or the waste toner box cover is open.	Confirm the waste toner box is securely mounted and close the waste toner box cover. 📖 P.52 “Replacing the Waste Toner Box”
Dispose of used toner	The waste toner box is full.	Replace the waste toner box following the guidance displayed on the touch panel. 📖 P.52 “Replacing the Waste Toner Box”
Please Empty Hole Punch Waste	The Hole Punch Unit dust bin is full.	Remove the paper punchings. 📖 P.58 “Cleaning the Hole Punch Dust Bin”
Not enough Work Space to store originals Will you print out stored originals?	Internal memory available ran out while scanning.	To print out the data for the originals stored (scanned) until the message appeared, press [YES] on the touch panel. To delete the stored data, press [NO].
The number of originals exceeds the limits. Will you copy stored originals?	The number of images scanned exceeded the maximum (about 1000 in A4 or LT).	To print out the data for the originals stored (scanned) until the message appeared, press [YES] on the touch panel. To delete the stored data, press [NO].

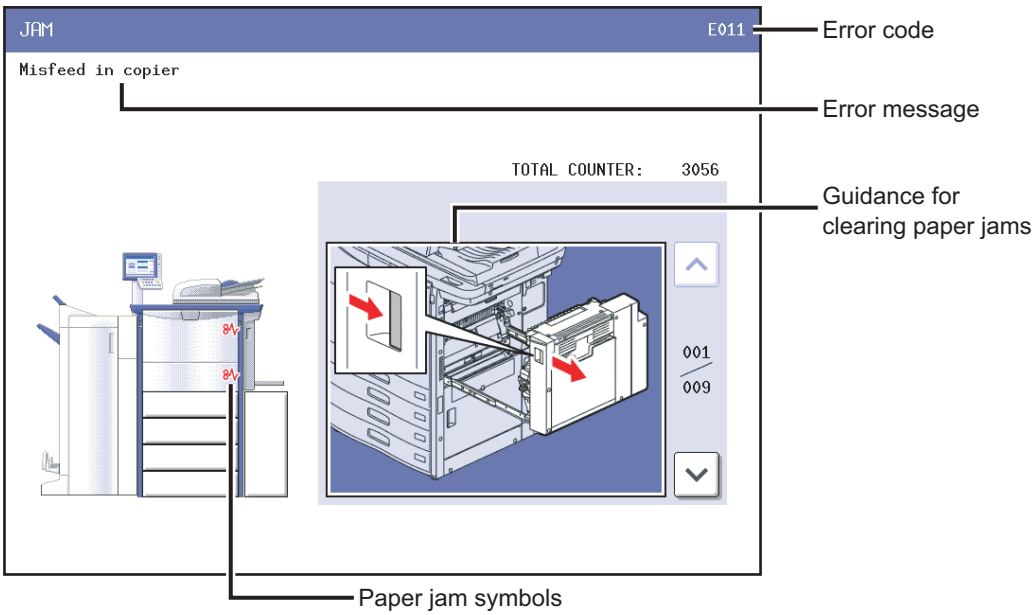
Error Codes

The error codes indicating the status of the equipment may appear on the touch panel. You can find the listings of these codes in Chapter 7.
📖 P.96 “Error Codes”

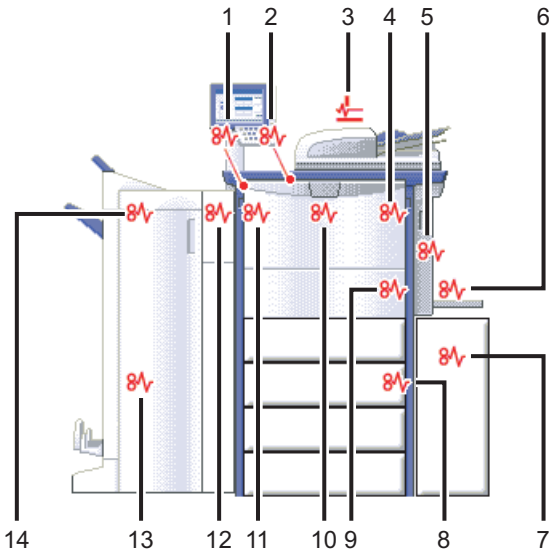
Clearing a Paper Jam

■ Locating a paper jam

The equipment stops copying when the original or copy paper is jammed. Paper jams are notified on the touch panel as follows:



The paper jam symbol helps you locate the paper jam.



1. Receiving tray lower cover (📖 P.31)
2. Receiving tray (📖 P.30)
3. Reversing Automatic Document Feeder (📖 P.13)
4. Fuser unit (📖 P.19)
5. Duplexing unit (📖 P.21)
6. Bypass tray (📖 P.18)
7. External Large Capacity Feeder (optional) (📖 P.15)
8. Drawer feeding portion (📖 P.17)
9. Transport unit (📖 P.18)
10. Bridge unit (📖 P.32)
11. Side receiving tray (📖 P.30)
12. Hole Punch Unit (optional) (📖 P.22)
13. Saddle Stitch unit (optional) (📖 P.26)
14. Finisher (optional) (📖 P.22)

The picture of the hardware device shown on the touch panel differs depending on the composition of the options installed.

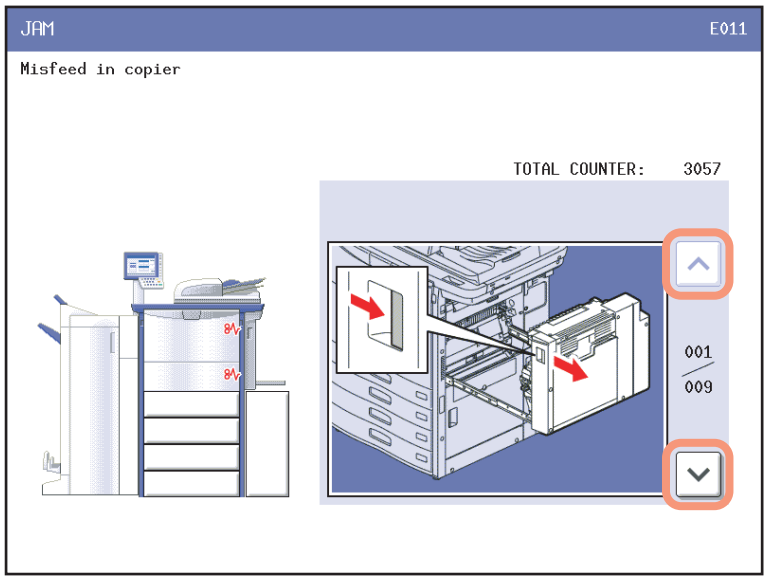
■ Clearing a paper jam

Note

Remove the jammed paper from the bridge unit after you have cleared all the other jams. Pulling out the bridge unit from the equipment may tear the paper left inside the equipment.

1 Clear the paper jam

Clear the paper jam following the guidance shown on the touch panel. Press [^] or [v] to scroll the pages.



2 After clearing the jam, close all the opened covers.

The equipment starts the warm-up. Follow the guidance on the touch panel.

❑ Tips on removing the jammed paper

Note the following points in removing the jammed paper.

Remove the jammed paper from the bridge unit after clearing all the other jams.

Remove the jammed paper from the bridge unit after you have cleared all the other jams. If you pull out the bridge unit from the equipment with the jammed paper left, the jammed paper may be torn and left inside the equipment.

Remove the jammed paper carefully so as not to tear it.

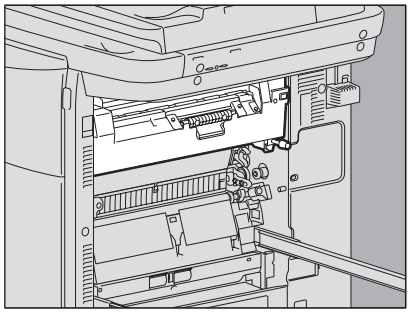
To avoid tearing the jammed paper, remove the paper slowly with both hands. Using force may tear the paper, making more difficult to remove it. See also that no pieces of torn paper are left inside the equipment.

When the paper jam sign remains after removing the jammed paper;

Depending on the timing of the occurrence, no jammed paper may be found where the paper jam sign indicates. If the sign does not disappear after you have removed the jammed paper, follow the steps as instructed on the touch panel.

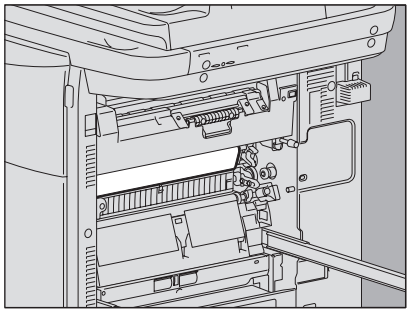
Do not touch the fuser unit or the metal portion around it.

Do not touch the fuser or the metal portion around it when you remove the jammed paper from the fuser unit. This could burn you or the shock could cause you to get your hand injured in the machine.



Do not touch the transfer belt.

Do not touch the transfer belt when you remove the jammed paper inside the right of the equipment. Doing so may cause damage the equipment or result in a poor output.



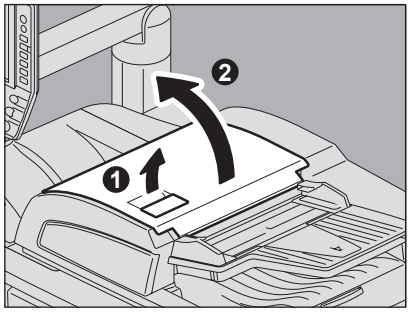
❑ If paper jams occur frequently

The following are the common causes of paper jams. If the problem persists, check for the following situations.

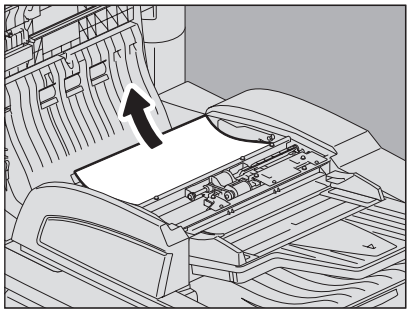
- An unsuitable original is placed on the Reversing Automatic Document Feeder.
- Unavailable paper with the equipment is used.
- Paper sizes are not consistent between the size in a drawer or the bypass tray and the size registered in the equipment.
- All the jammed paper has not been removed.
- There is too much gap between paper and the side or end guide in the drawer.
- The amount of paper placed in a drawer exceeds the limit indicated on the side guide of the drawer.

■ Paper jam in the Reversing Automatic Document Feeder

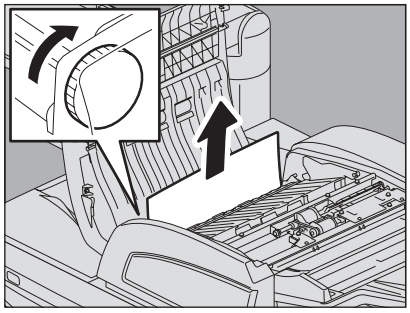
1 Raise the lever and open the upper cover.



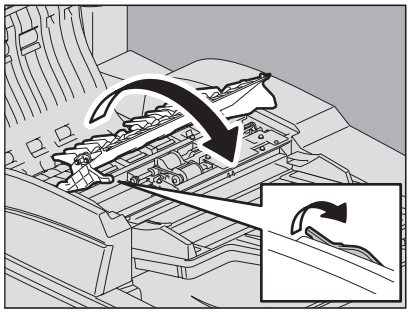
2 Remove the original.



3 **Turn the dial to remove the original.**

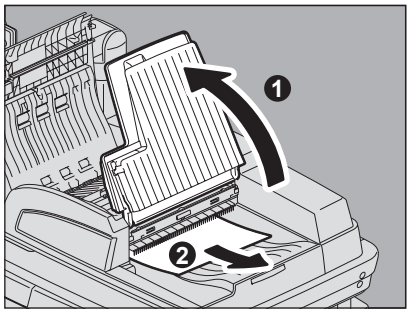


4 **Open the transport guide.**



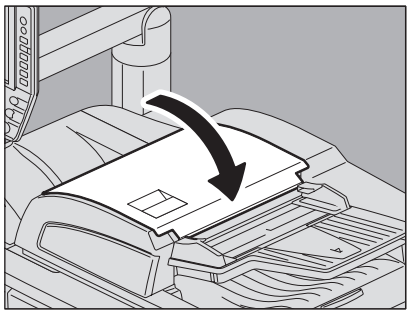
5 **Close the transport guide.**

6 **Raise the original feeder tray, and remove the original under the guide plate.**

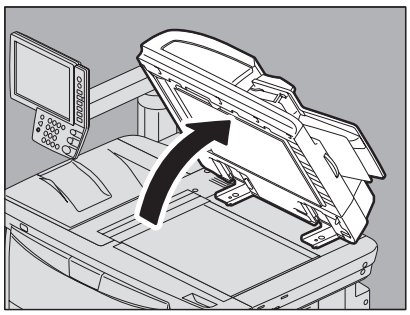


7 **Lower the original feeder tray.**

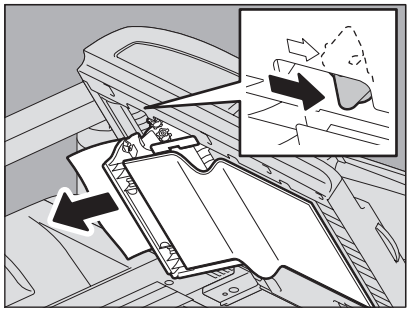
8 **Close the upper cover.**



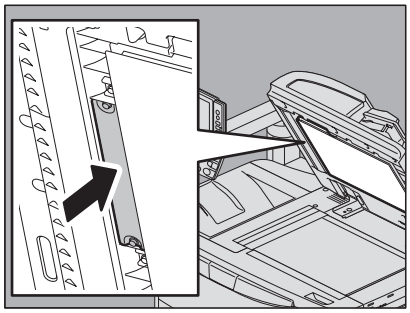
9 **Open the Reversing Automatic Document Feeder.**



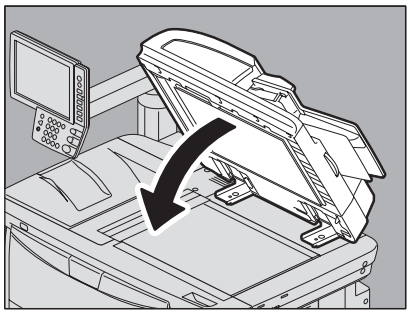
10 **Open the reverse cover and remove the original.**



11 **Close the reverse cover.**



12 **Close the Reversing Automatic Document Feeder.**



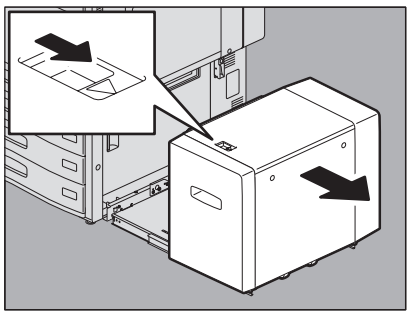
■ Paper jam in the External Large Capacity Feeder (optional)

⚠ CAUTION

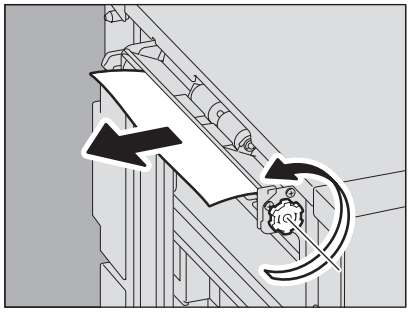
Be careful not to let your fingers be caught between the equipment and the External Large Capacity Feeder.

1 **Separate the External Large Capacity Feeder (optional) from the equipment.**

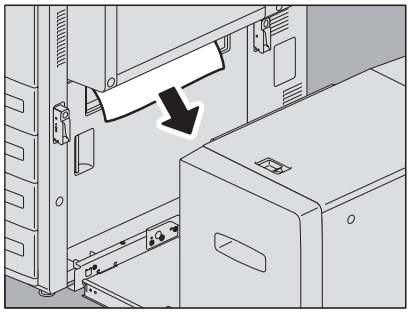
Move it slowly while pushing the lock lever.



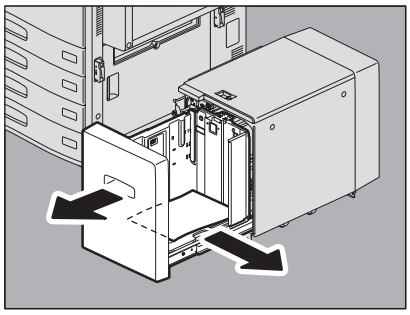
2 **Remove the jammed paper by turning the green dial.**



3 **Remove the jammed paper from the equipment.**

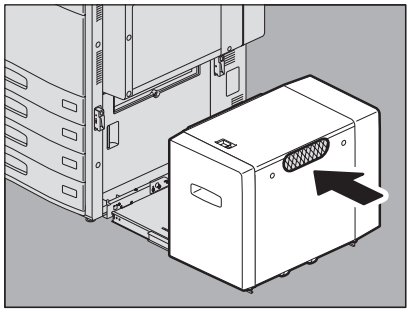


4 **Pull out the feeder tray and remove the jammed paper.**



5 **Close the feeder tray and connect the External Large Capacity Feeder to the equipment.**

Slowly move the External Large Capacity Feeder placing your hands on the positions shown in the figure.



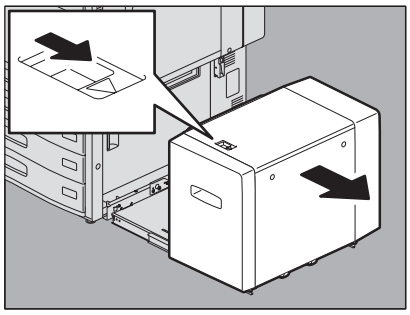
■ Paper jam in the drawer feeding portion

⚠ CAUTION

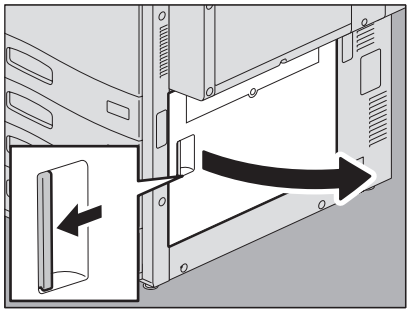
Be careful not to let your fingers be caught between the equipment and the External Large Capacity Feeder.

1 Separate the External Large Capacity Feeder (optional) from the equipment when the External Large Capacity Feeder is attached.

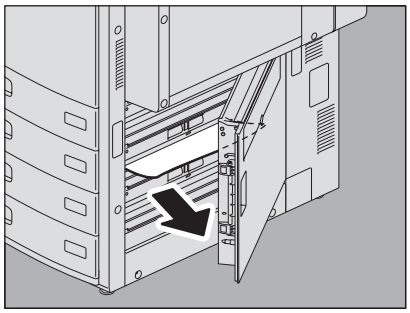
Move it slowly while pushing the lock lever.



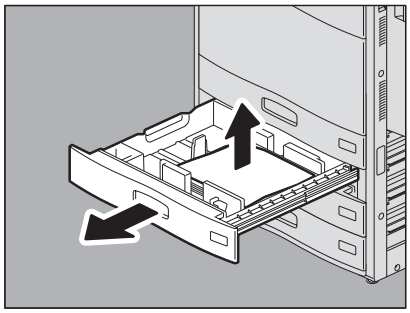
2 Open the paper feed cover.



3 Remove the jammed paper from the drawer.

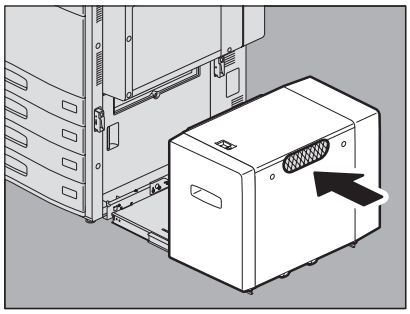


4 Open the paper source drawer and remove the jammed paper.



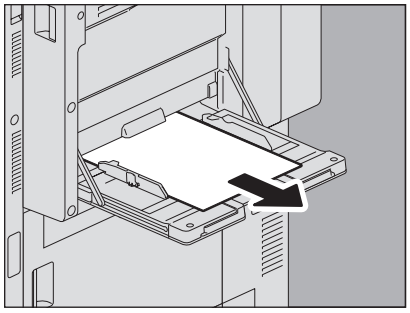
5 **Close the drawer and the paper feed cover.**

6 **Connect the External Large Capacity Feeder (if attached, optional) to the equipment.**
Move it slowly placing your hands on the point shown in the figure.



■ Paper jam in the bypass tray

1 **Pull out the jammed paper in the bypass tray.**



■ Paper jam in the right side of the equipment

⚠ **CAUTION**

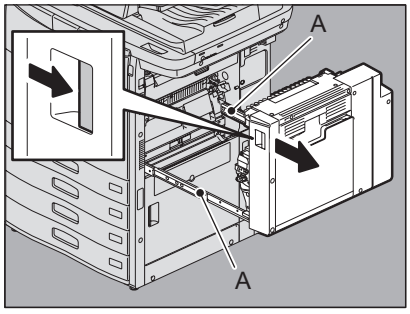
Do not touch the fuser unit or the metal portion around it.
Since they are very hot, you could be burned or the shock could cause you to get your hand injured in the machine.

❑ Transport unit

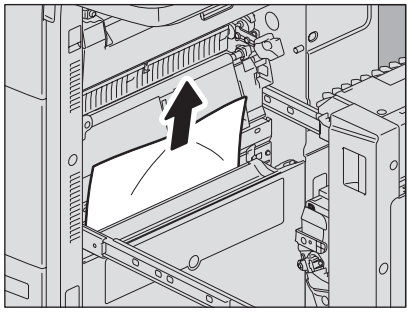
1 **Pull out the duplexing unit.**
Grasp the lever of the duplexing unit and pull it until it stops.

⚠ **CAUTION**

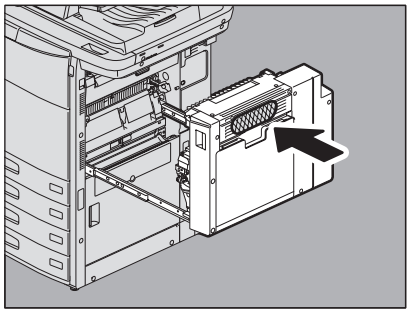
Be careful not to touch the slide rails (A in the figure).
This could injure you.



2 Remove the jammed paper.



3 Return the duplexing unit to its original position.



Note

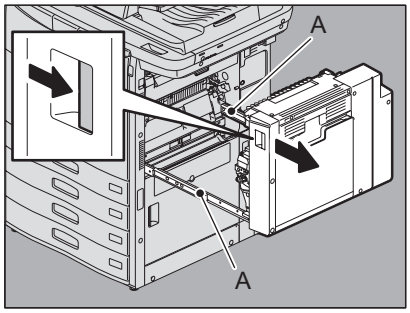
Hold the position shown in the figure when closing it.

⚠ **CAUTION**

Do not put your hand or fingers on the duplexing unit when closing it.
They could be caught and this could injure you.

❑ Fuser unit

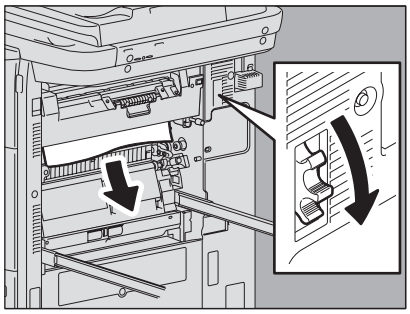
1 Pull out the duplexing unit from the equipment.
Grasp the lever of the duplexing unit and pull it until it stops.



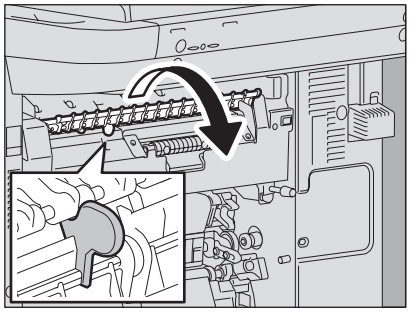
⚠ **CAUTION**

Be careful not to touch the slide rails (A in the figure).
This could injure you.

2 Turn the green dial and remove the paper coming out of the bottom of the fuser unit.

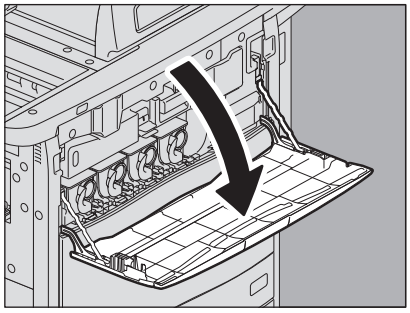


3 Holding the green lever, pull out the transport guide toward you.

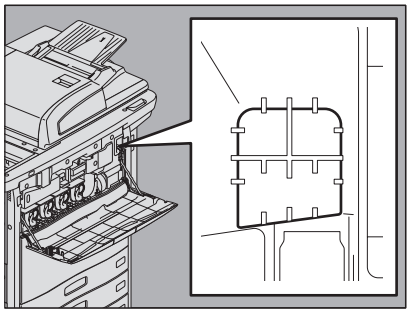


4 Check the inside of the fuser unit for the hidden jammed paper when you cannot see it.

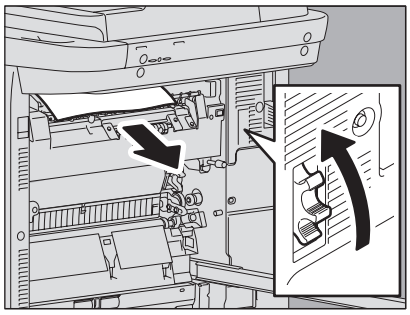
1) Open the front cover of the equipment.



2) Check if jammed paper remains inside the fuser unit through the window for checking for paper jams.
3) Close the front cover of the equipment.



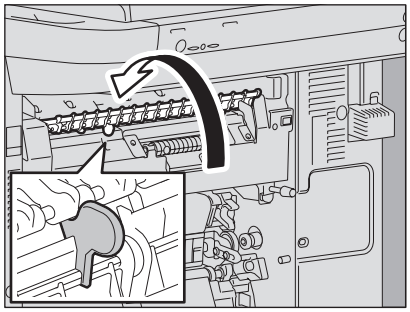
5 Turn the green dial and remove the paper coming out of the upper part of the fuser unit.



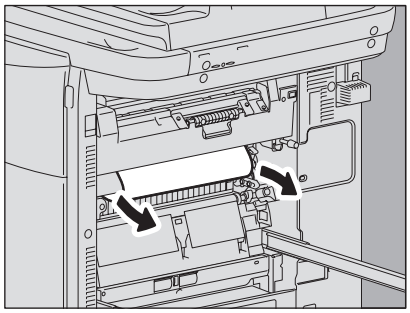
Note

Turn the dial in a counter direction and remove the paper when the paper is jammed in the back of the fuser unit. In this case, remove the paper from the lower part of the fuser.

6 Return the transport guide to the front holding the green lever.



7 Check whether paper remains between the transfer belt and the fuser unit. If so, pull out the paper edges from the transfer belt side.



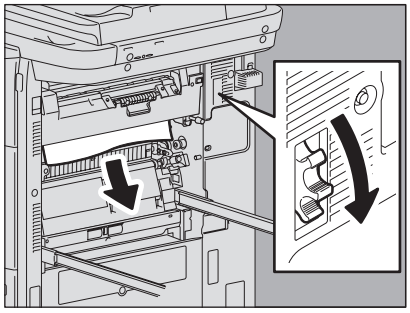
⚠ CAUTION

Grasp the front and rear of the paper and carefully pull it out.
Be careful not to cut yourself on the paper.

Note

Be careful not to touch the transfer belt. This could cause malfunctioning of the equipment or the poor imaging.

8 **Turn the green dial and remove the paper coming out of the lower part of the fuser unit.**



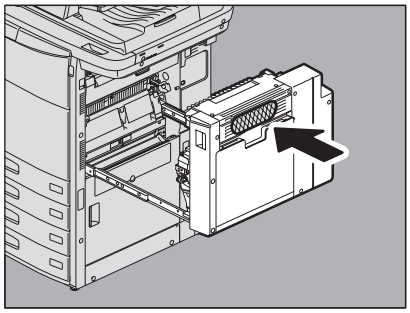
9 **Return the duplexing unit to its original position.**

Note

Hold the position shown in the figure when closing it.

⚠ **CAUTION**

Do not put your hand or fingers on the duplexing unit when closing it.
They could be caught and this could injure you.

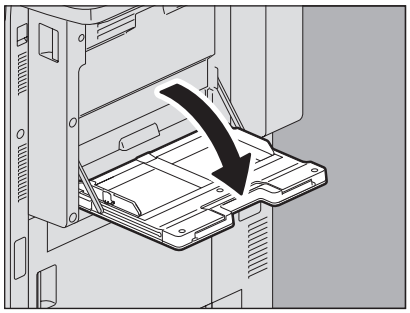


■ Paper jam in the duplexing unit

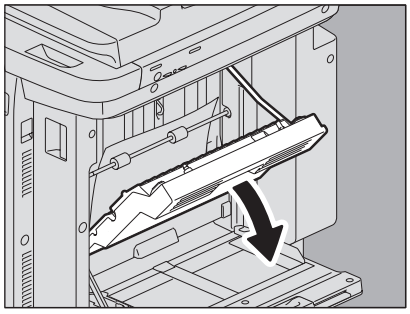
⚠ **CAUTION**

- **Do not touch the metal portion of the guide plate of the duplexing unit.**
  This could burn you.
- **Operate the duplexing unit while connected to the equipment.**
  Do not operate the duplexing unit when separated from the equipment. This could cause a breakdown of the equipment or could injure you.

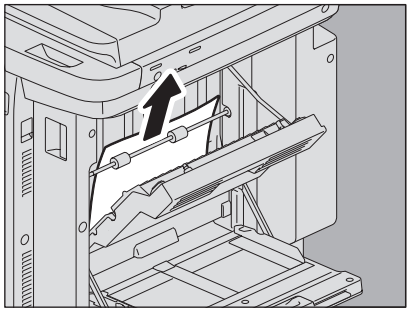
1 **Open the bypass tray.**



2 **Open the duplexing unit cover.**



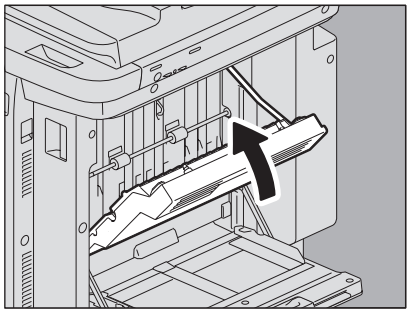
3 **Remove the jammed paper.**



4 **Close the duplexing unit cover.**

⚠ **CAUTION**

Do not put your hand or fingers on the duplexing unit cover when closing it.
They could be caught and this could injure you.



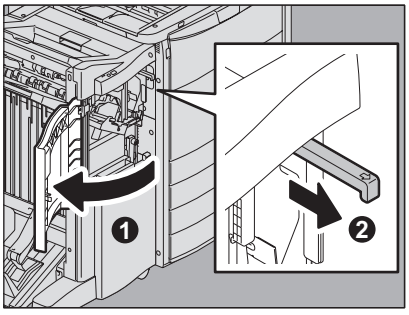
5 **Close the bypass tray.**

■ Paper jam in the Finisher and the Hole Punch Unit (both optional)

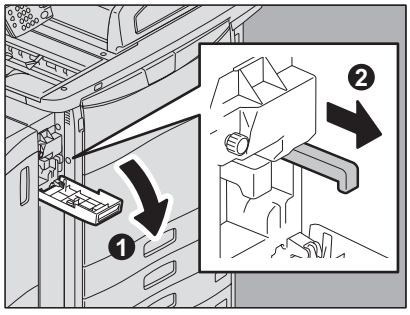
1 **Separate the Finisher from the equipment.**

1) Open the front cover of the Finisher when the Hole Punch Unit is not installed. Open the Hole Punch Unit cover when the Hole Punch Unit is installed.
2) Pull the knob to unlock the Finisher.

When the Hole Punch Unit is not installed

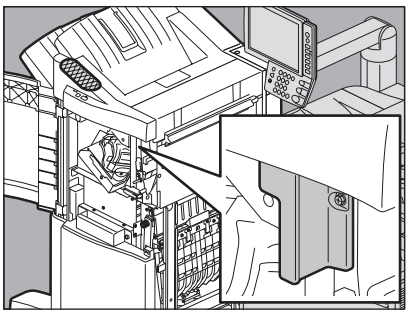


When the Hole Punch Unit is installed

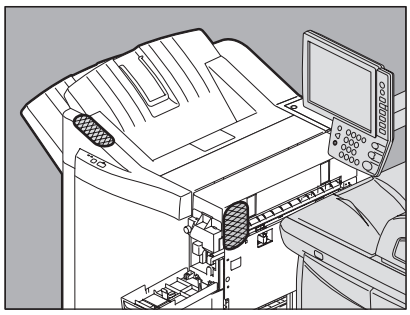


3) Move the Finisher slowly placing your hands on the positions shown in the figure.

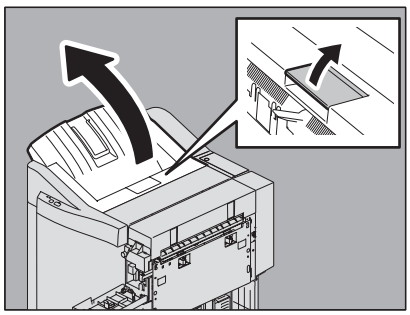
When the Hole Punch Unit is not installed



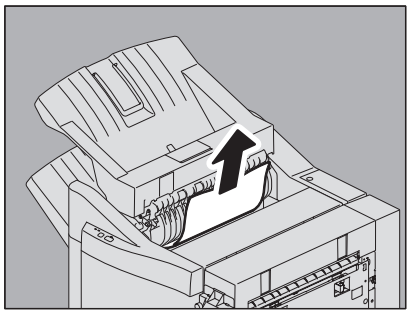
When the Hole Punch Unit is installed



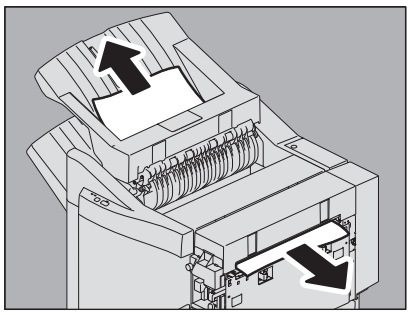
2 Raise the lever and open the upper receiving tray.



3 Remove the paper.



4 Remove the jammed paper from the right or left side.



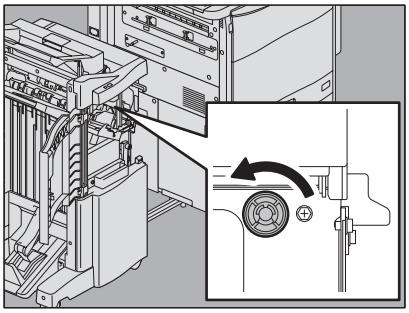
5 If the paper size is small, turn the knob shown in the following figures to send the paper, and then check that no paper is jammed.

1) Turn the knob to feed the paper.

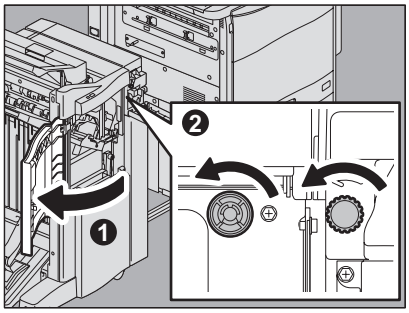
Note

When the Hole Punch Unit is installed, open the front cover of the Finisher and turn the 2 knobs at the same time.

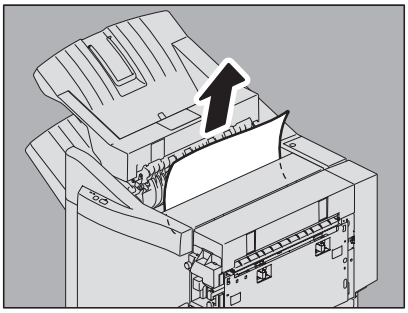
When the Hole Punch Unit is not installed



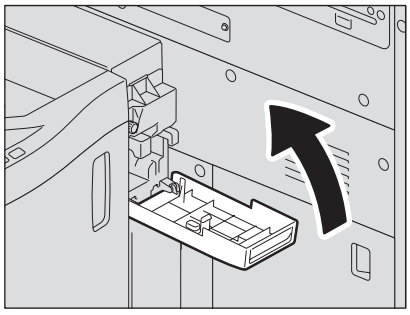
When the Hole Punch Unit is installed



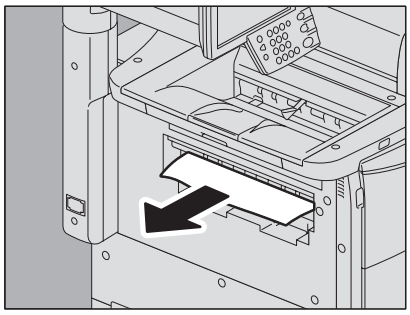
2) Remove the jammed paper if it comes out.



6 Close the Hole Punch Unit cover when it is installed.

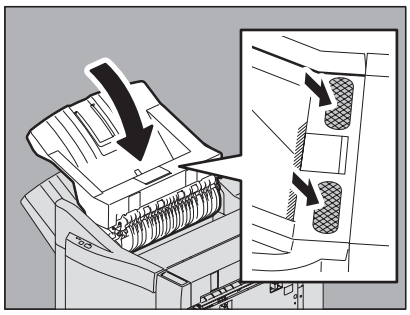


7 Remove the paper jammed in the equipment side.



8 Close the upper receiving tray of the Finisher.

Place your hands on the near and far side of the lever and push to close the tray until it clicks.

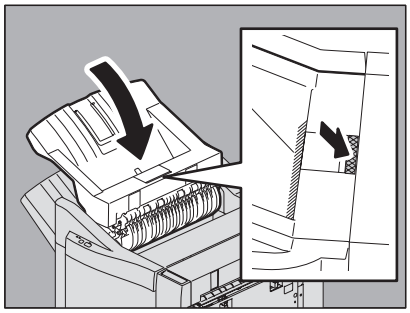


⚠ CAUTION

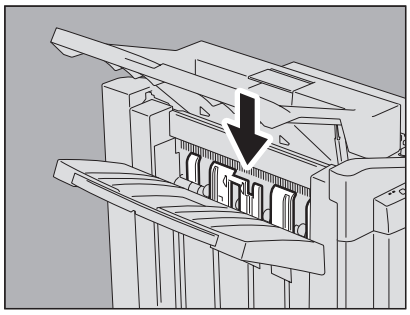
Be careful not to let your fingers be caught between the Finisher body and the upper receiving tray.

Tip

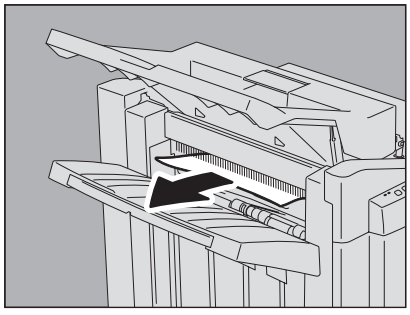
You can close it by pressing the right side of the lever with your hand.



9 Lower the shutter of the paper exit portion to open it.



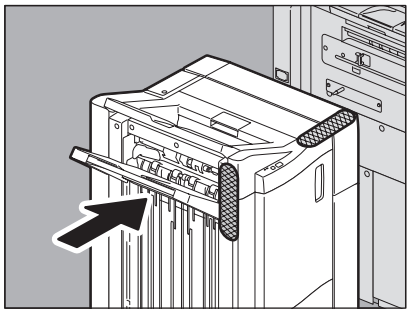
10 Remove the paper.



11 Close the front cover first, and connect the Finisher to the equipment.

Note

Move the Finisher slowly placing your hands on the positions shown in the figure.



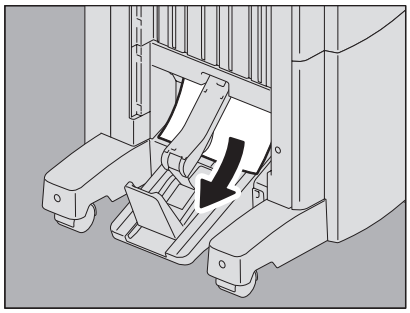
⚠ CAUTION

Be careful not to let your fingers be caught between the Finisher and the equipment.

■ Paper jam in the Saddle Stitch unit (optional)

The Saddle Stitch unit is inside the Saddle Stitch Finisher MJ-1104.

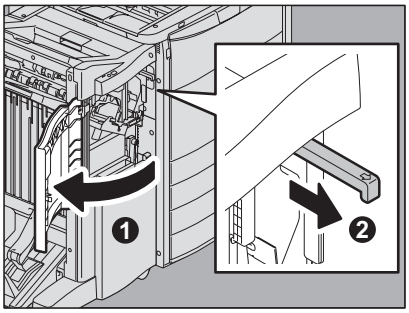
1 Remove the paper jammed in the paper exit side of the Saddle Stitch unit.



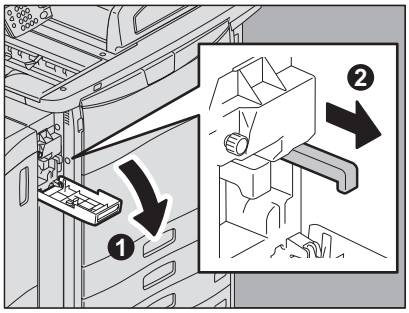
2 Separate the Finisher from the equipment.

1) Open the front cover of the Finisher when the Hole Punch Unit is not installed. Open the Hole Punch Unit cover when the Hole Punch Unit is installed.
2) Pull the knob to unlock the Finisher.

When the Hole Punch Unit is not installed

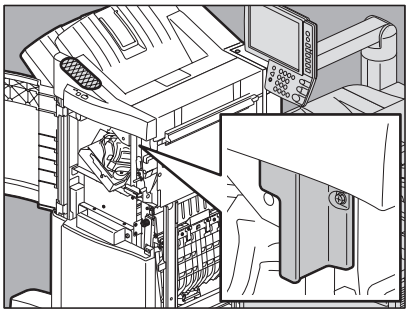


When the Hole Punch Unit is installed

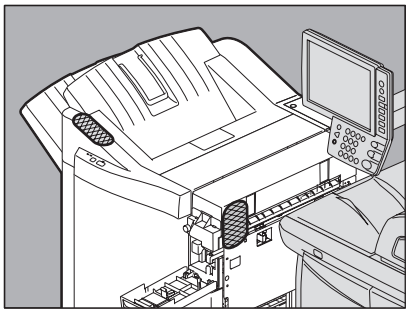


3) Move the Finisher slowly placing your hands on the positions shown in the figure.

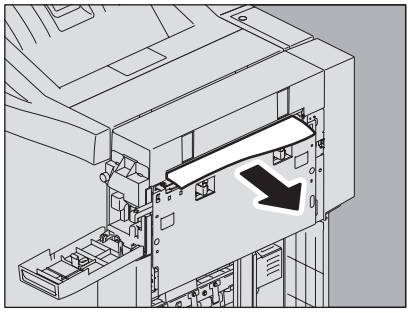
When the Hole Punch Unit is not installed



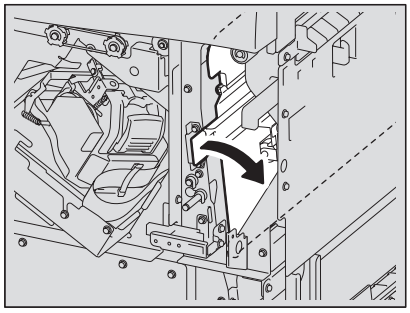
When the Hole Punch Unit is installed



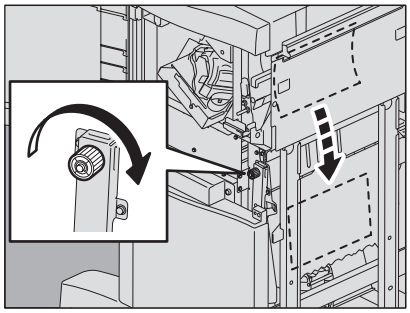
3 Remove the jammed paper from the right side.



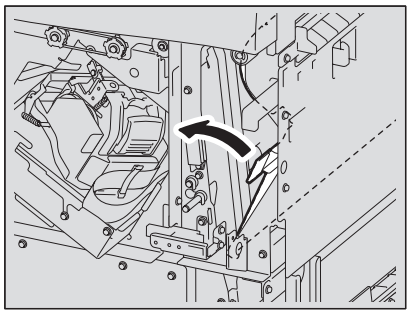
4 **Draw the green knob to the right.**



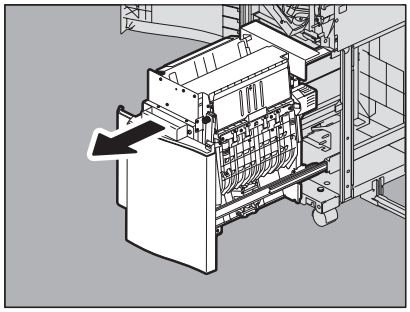
5 **Turn the knob to lower the paper until you cannot see it.**



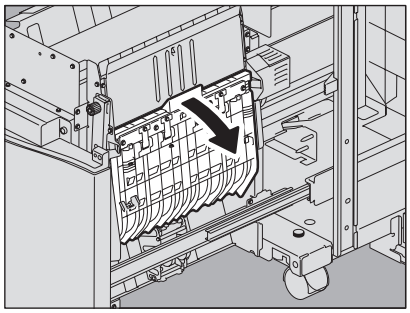
6 **Return the green knob to the left.**



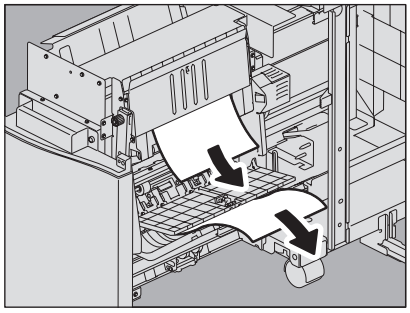
7 **Pull out the Saddle Stitch unit until it stops.**



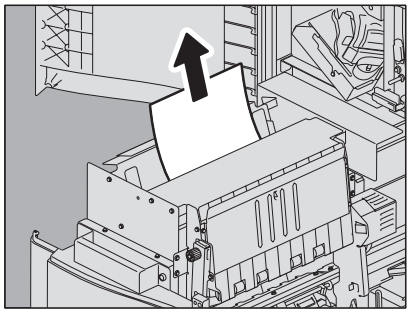
8 **Open the transport guide on the right side.**



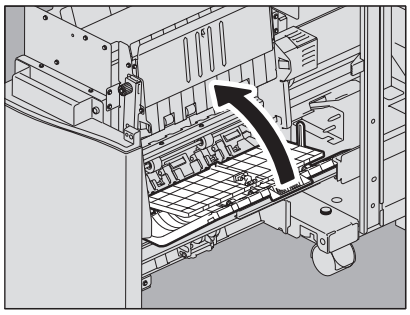
9 **Remove the paper.**



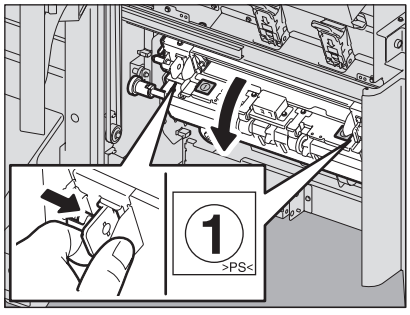
10 **Remove the paper in the inside of the Saddle Stitch unit.**



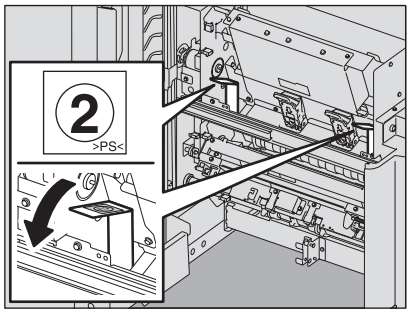
11 **Close the transport guide.**



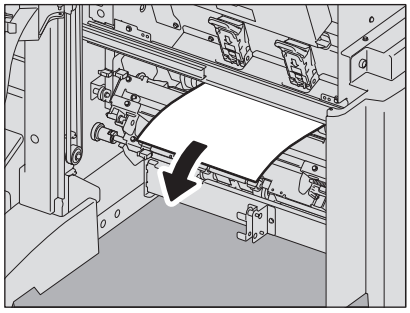
12 **Open the transport guide on the left side.**
Open it by pressing the two knobs.



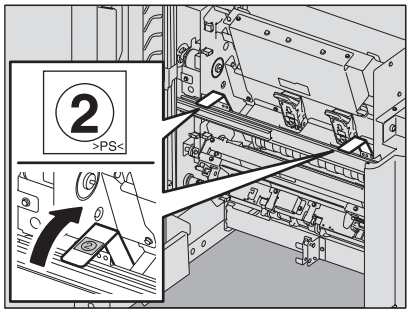
13 **Push down the two green levers.**



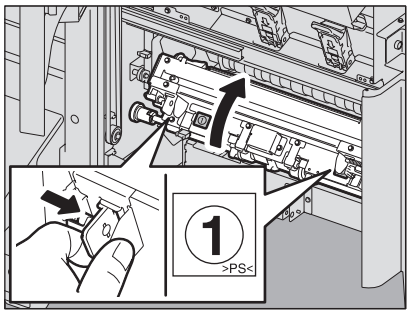
14 **Remove the paper.**



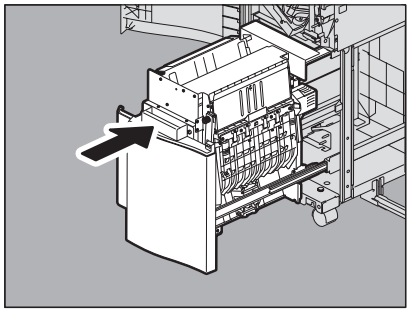
15 **Push up the two green levers.**



16 **Close the transport guide.**
Close it by pressing the two knobs.



17 **Return the Saddle Stitch unit to its original position.**



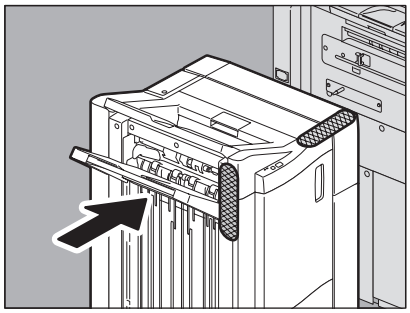
18 **Close the front cover first, and connect the Finisher to the equipment.**

Note

Move it slowly placing your hands on the positions shown in the figure.

⚠ **CAUTION**

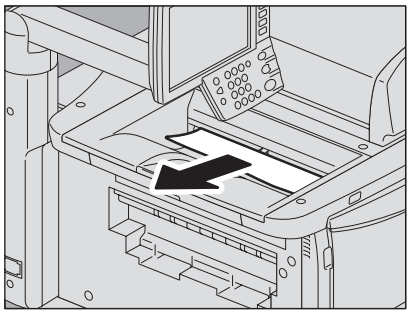
Be careful not to let your fingers be caught between the Finisher and the equipment.



■ Paper jam in the receiving unit

❑ Receiving tray

1 **Remove the paper from the receiving tray.**

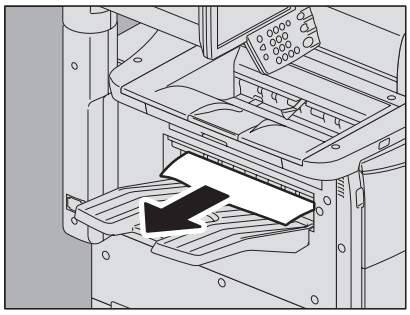


2 **Clear the paper jam in the bridge unit.**

🕮 P.32 “Paper jam in the bridge unit”

❑ Side receiving tray

1 **Remove the paper from the side receiving tray.**



2 **Clear the paper jam in the bridge unit.**

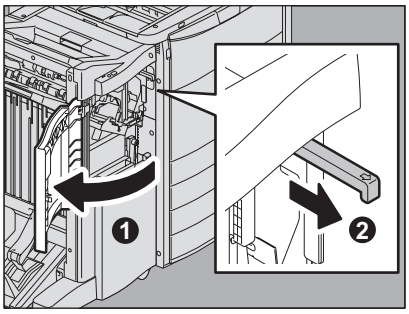
🕮 P.32 “Paper jam in the bridge unit”

❑ Receiving tray lower cover

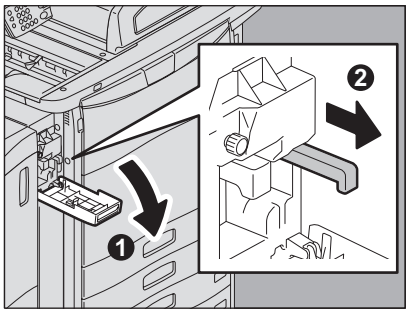
1 Separate the Finisher from the equipment when it is installed.

1) Open the front cover of the Finisher when the Hole Punch Unit is not installed. Open the Hole Punch Unit cover when the Hole Punch Unit is installed.
2) Pull the knob to unlock the Finisher.

When the Hole Punch Unit is not installed

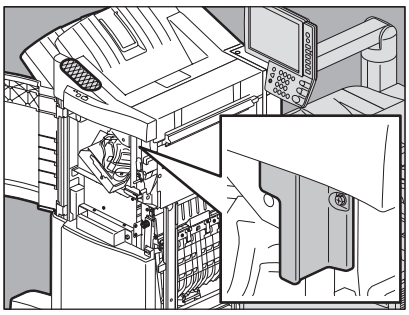


When the Hole Punch Unit is installed

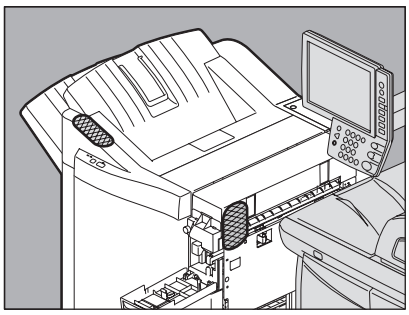


3) Move the Finisher until it stops placing your hands on the positions shown in the figure.

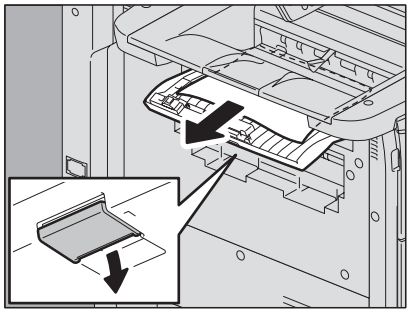
When the Hole Punch Unit is not installed



When the Hole Punch Unit is installed

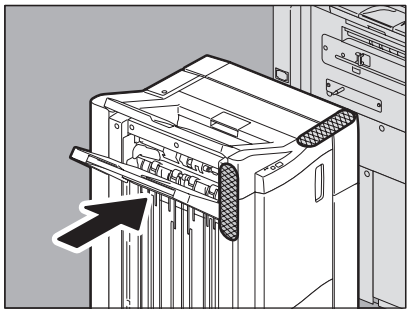


2 Open the cover under the receiving tray and remove the paper.



3 Close the cover.

4 Close the covers of the Finisher and the Hole Punch Unit (when it is installed) first, and connect the Finisher to the equipment.



Note

Move the Finisher slowly placing your hands on the positions shown in the figure.

⚠ **CAUTION**

Be careful not to let your fingers be caught between the Finisher and the equipment

■ Paper jam in the bridge unit

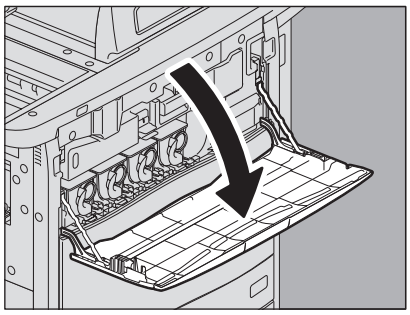
⚠ CAUTION

Do not touch the metal parts or motors of the bridge unit.
You could be burned or the shock could cause an injury to your hand.

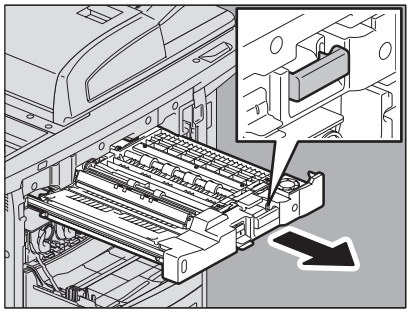
Note

Remove the jammed paper from the bridge unit after clearing all the other jams.
You must remove other jammed paper from the equipment before clearing paper from the bridge unit. Pulling the bridge unit off the equipment without removing the jammed paper may cause the paper to be torn and left inside the equipment.

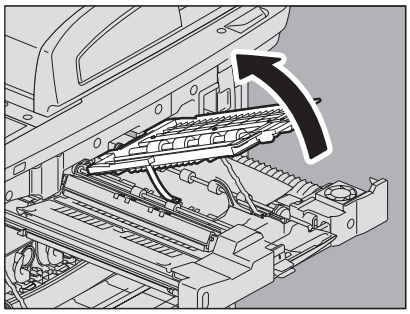
1 **Open the front cover of the equipment.**



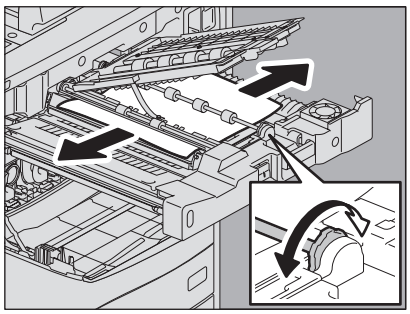
2 **Grasping the lever, pull out the bridge unit until it stops.**



3 **Open the upper cover.**



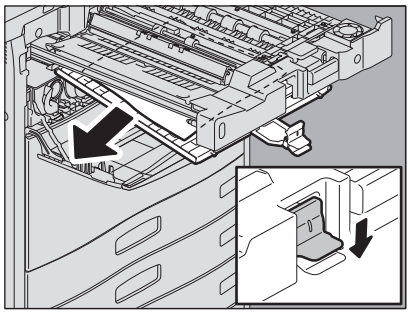
4 **Remove the paper from the top of the bridge unit.**
1) Turn the knob to the left or right.
2) Remove the paper.



5 **Close the upper cover.**

6 **Remove the paper from the bottom of the bridge unit.**

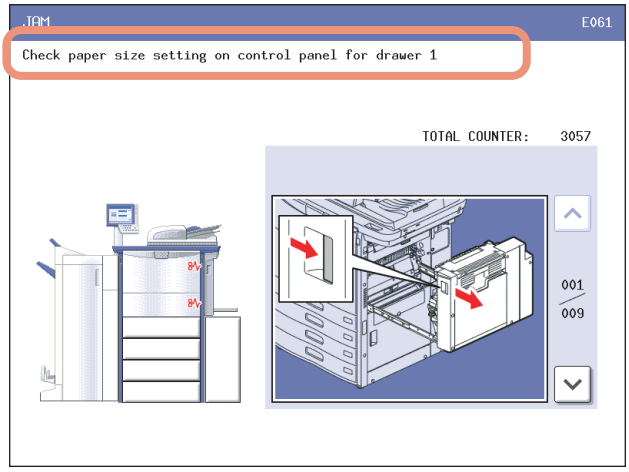
1) Open the lower cover by pinching the lever.
2) Remove the paper.



7 **Close the lower cover, return the bridge unit to the inside of the equipment, and then close the front cover of the equipment.**

■ Clearing paper jams caused by a wrong paper size setting

Paper jams occur when there is a mismatch between the size of the paper in a drawer or the bypass tray and the size registered for the corresponding drawer or the bypass tray in the equipment. The message “Check paper size setting on control panel for drawer N” or “Check paper size setting on control panel for the bypass tray” appears on the touch panel.



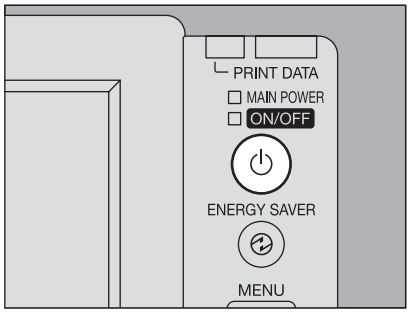
In this case, just clearing the jammed paper does not prevent another paper jam. Be sure to follow the procedure below. During the operation, the guidance for clearing the paper jam on the touch panel is not displayed. Take notes of the following before operation: where the paper jam occurred and in which drawer the paper size setting is incorrectly registered.

Troubleshooting differs depending on how the paper jam has occurred:
📖 P.34 “Jam when making copies or prints (using a drawer)”
📖 P.36 “Jam when making copies or prints (using the bypass tray)”
📖 P.37 “Jam when printing from the FAX”

❑ Jam when making copies or prints (using a drawer)

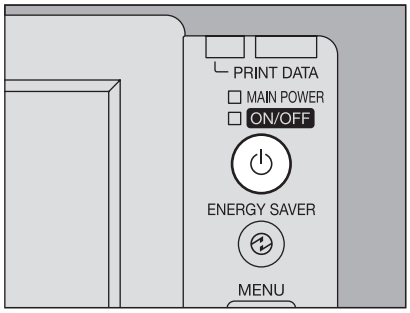
1 **Press the [POWER] button on the control panel until a sound is heard.**

"Shutdown in progress" appears on the menu. After a while, the power of the equipment is turned OFF.

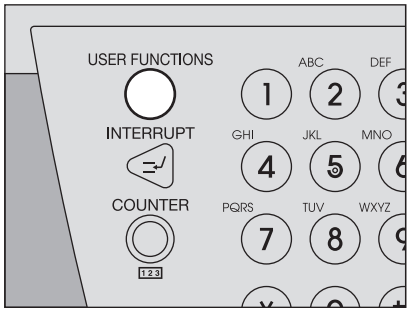


2 **Remove the jammed paper.**

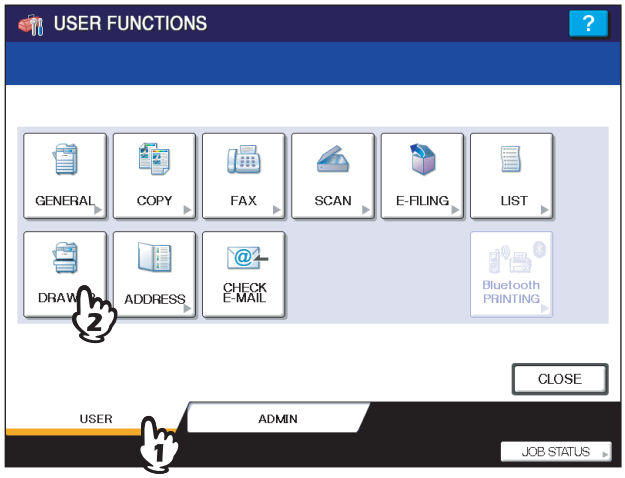
3 **Press the [POWER] button on the control panel.**



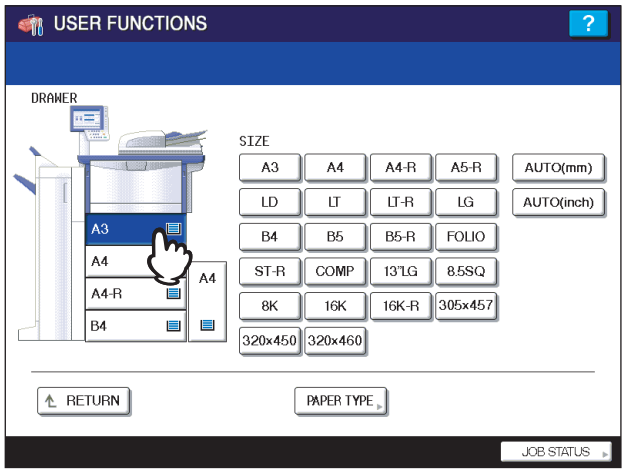
4 **Press the [USER FUNCTIONS] button on the control panel.**



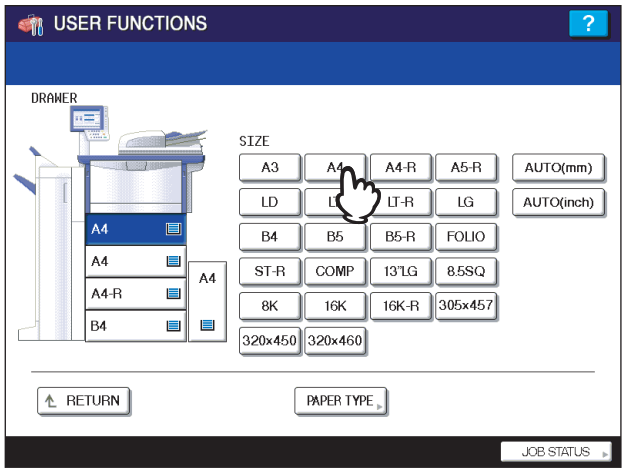
5 **Press the [USER] tab to enter the [USER] menu and press [DRAWER].**



6 Press the drawer button indicated in the message.

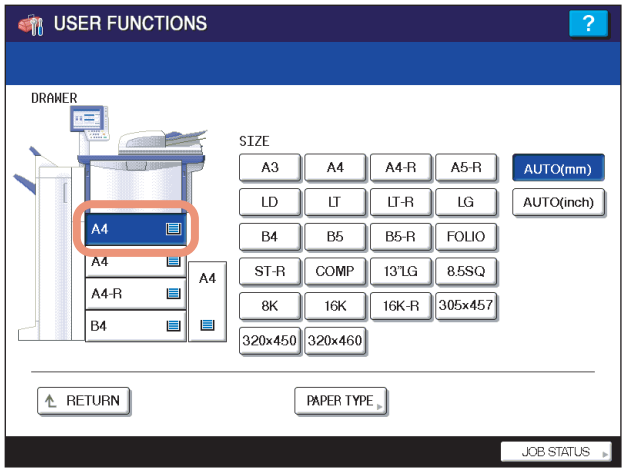


7 Press the paper size button for the paper that is set in the drawer.



8 Confirm that the paper size is correctly detected if you pressed [AUTO (mm)] or [AUTO inch] at step 7.

The detected paper size is indicated on the drawer button of the hardware device graphic image on the left side of the display.



An incorrect paper size indication or the “UNDEF” indication shows an unsuccessful detection. In this case, check if:

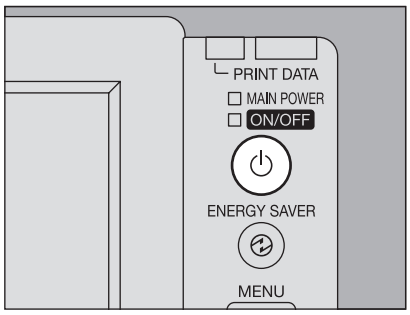
- There is too much space between the paper and the side and end guides of the drawer.
- You have selected [AUTO (inch)] even though AB format paper has been placed.
- You have selected [AUTO (mm)] even though LT format paper has been placed.

9 Press the [USER FUNCTIONS] button to return to the basic menu and try copying or printing again.

❑ Jam when making copies or prints (using the bypass tray)

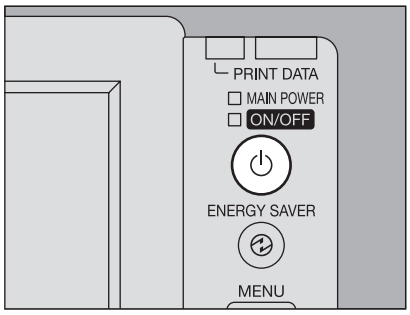
1 Press the [POWER] button on the control panel until a sound is heard.

“Shutdown in progress” appears on the menu. After a while, the power of the equipment is turned OFF.



2 Remove the jammed paper.

3 Press the [POWER] button on the control panel.

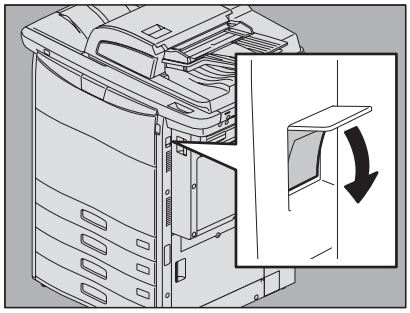


4 Place the paper on the bypass tray and set the paper size.

5 **Try copying or printing again.**

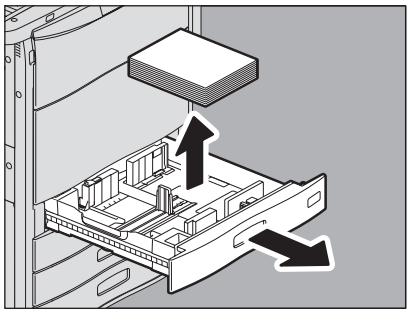
❑ Jam when printing from the FAX

1 **Turn off the main power switch.**
Shutting down via the control panel is not possible in this case.

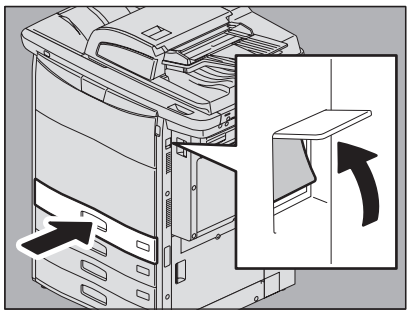


2 **Remove the jammed paper.**

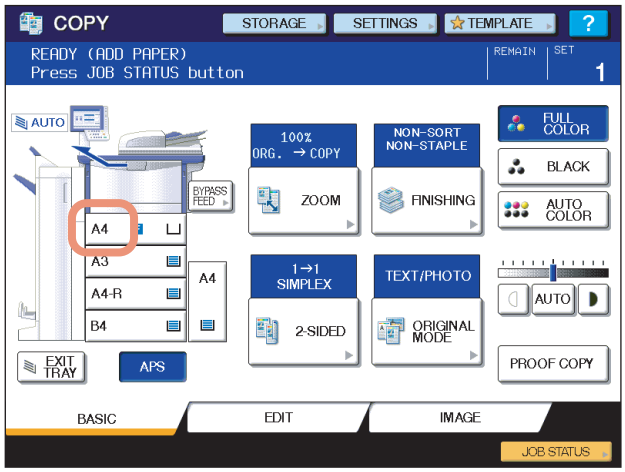
3 **Pull out the drawer indicated in the message and remove all the paper from the drawer.**



4 **Close the drawer and turn on the main power switch.**



5 **Check the paper size registered to the drawer indicated in the message by means of the drawer button on the touch panel.**

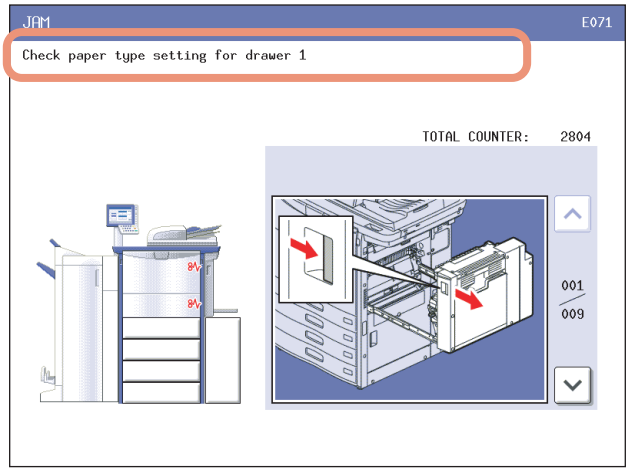


6 Place the paper in the drawer indicated in the message. Be sure to place the same-sized paper as the size you checked at step 5.

Printing resumes.
If you change the paper size again after printing has been completed, make sure that the size of the paper placed in the drawer is the same as the size registered for the corresponding drawer in the equipment.

■ Clearing paper jams caused by a wrong paper type setting

Paper jams occur when there is a mismatch between the type of paper in a drawer and the type registered for the drawer in the equipment. The message “Check paper type setting for drawer N” appears on the touch panel.



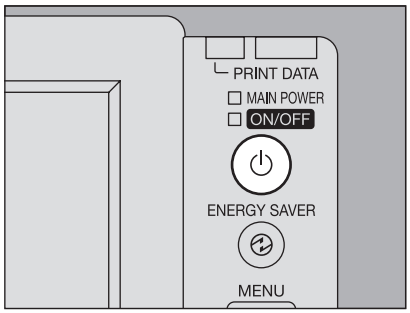
In this case, just clearing the jammed paper does not prevent another paper jam. Be sure to follow the procedure below. During the operation, the guidance for clearing the paper jam on the touch panel is not displayed. Take notes of the following before operation: where the paper jam occurred and in which drawer the paper type setting is incorrectly registered.

Troubleshooting differs depending on how the paper jam has occurred:
📖 P.38 “Jam when making copies or prints”
📖 P.40 “Jam when printing from the FAX”

❑ Jam when making copies or prints

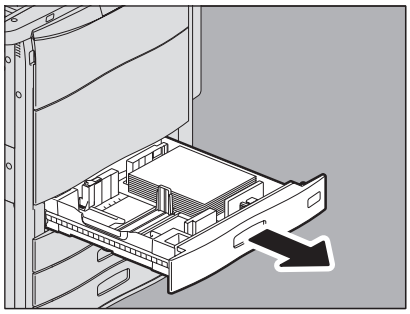
1 Press the [POWER] button on the control panel until a sound is heard.

“Shutdown in progress” appears on the menu. After a while, the power of the equipment is turned OFF.

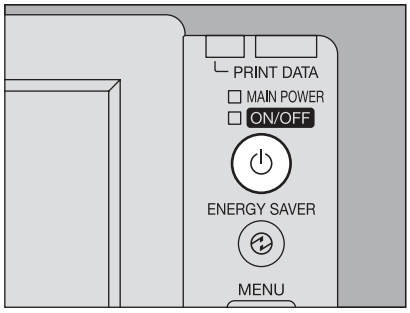


2 **Remove the jammed paper.**

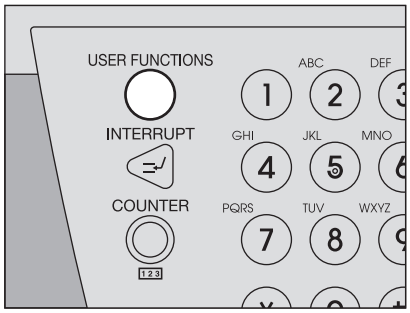
3 **Pull out the drawer indicated in the message, check the type of the paper placed in the drawer, and then close the drawer.**



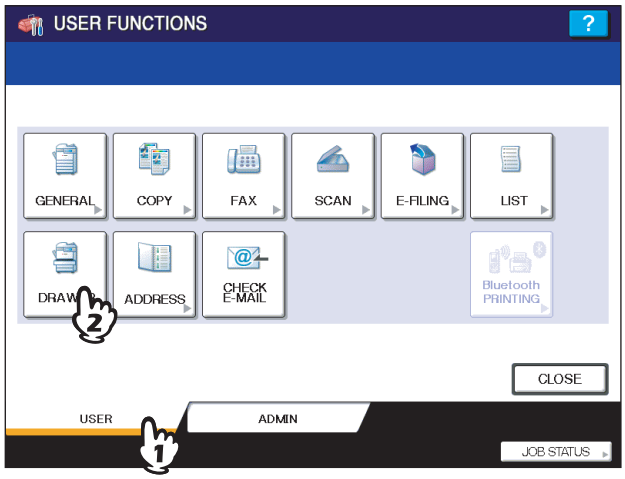
4 **Press the [POWER] button on the control panel.**



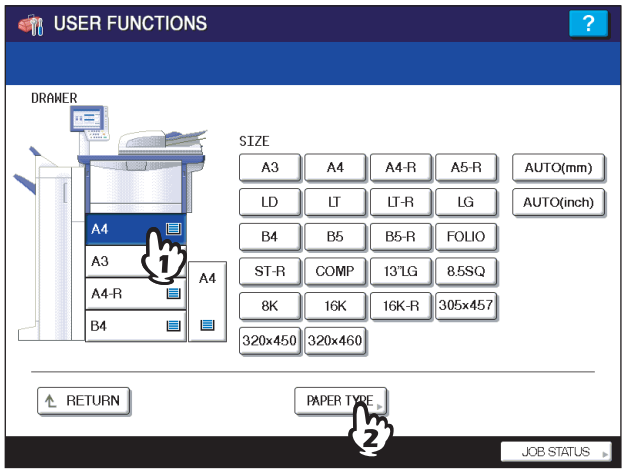
5 **Press the [USER FUNCTIONS] button on the control panel.**



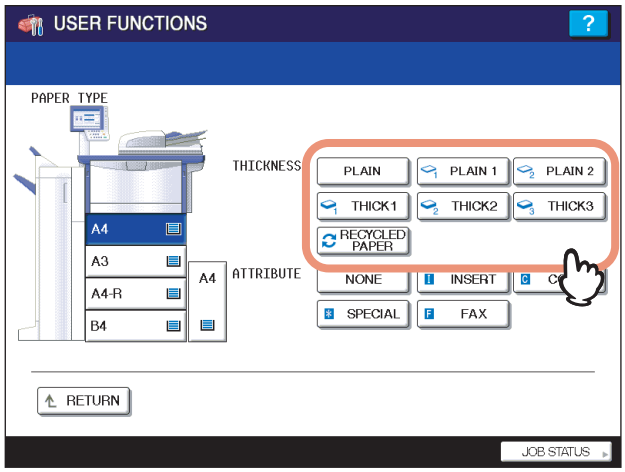
6 **Press the [USER] tab and press [DRAWER].**



7 **Press the drawer button indicated in the message and press [PAPER TYPE].**



8 **Press the paper type button for the paper that is set in the drawer.**



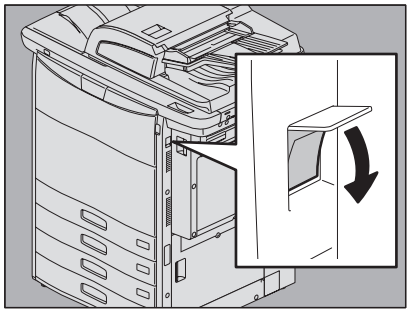
9 **Press the [USER FUNCTIONS] button to return to the basic menu and try copying or printing again.**

Tip

Paper jams could occur despite there being consistency between the type of paper in a drawer and the type registered for the drawer in the equipment. This may be due to two or more sheets being fed together. Take the paper out of the drawer, fan the stack of paper well and put it back in.

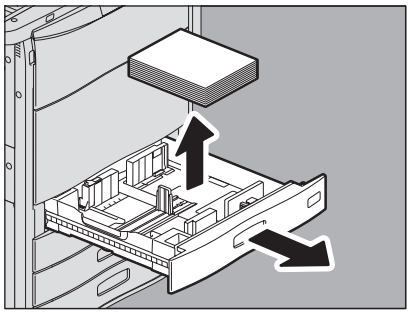
❑ Jam when printing from the FAX

1 **Turn off the main power switch.**
Shutting down via the control panel is not possible in this case.

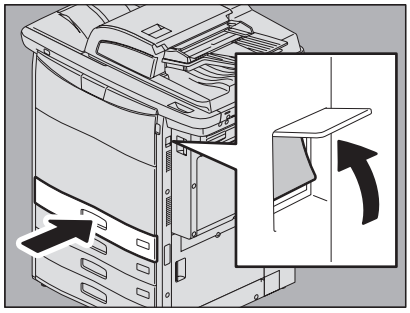


2 **Remove the jammed paper.**

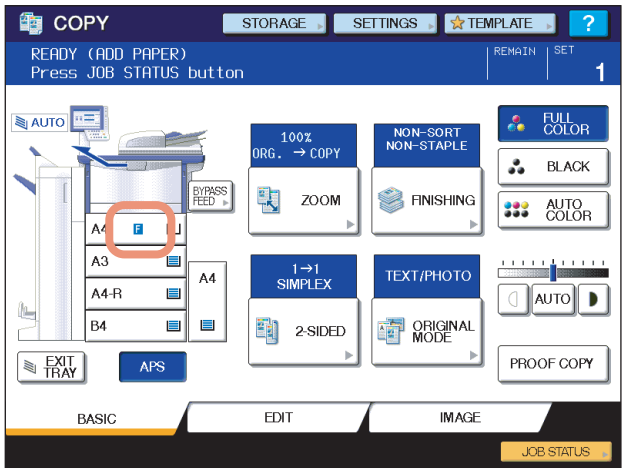
3 **Pull out the drawer indicated in the message and remove all the paper from the drawer.**



4 **Close the drawer and turn on the main power switch.**



5 **Check the paper type registered to the drawer indicated in the message by means of the drawer button on the touch panel.**



6 **Place the same type paper as the type indicated in the message.**

Printing resumes.

If you change the paper type again after printing has been completed, make sure that the paper type placed in the drawer is the same as the type registered in the equipment for the corresponding drawer.

Tip

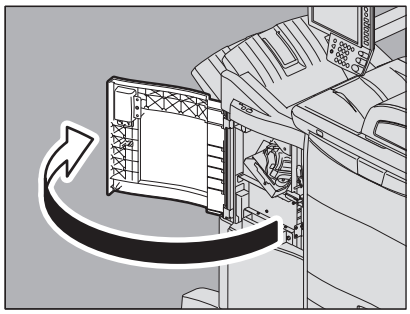
Paper jams could occur despite there being consistency between the type of paper in a drawer and the type registered for the drawer in the equipment. This may be due to two or more sheets being fed together. Take the paper out of the drawer, fan the stack of paper well and put it back in.

Clearing a Staple Jam

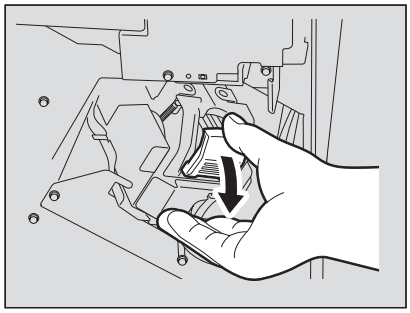
When a staple jam has occurred in the stapler of the Finisher or Saddle Stitch unit, clear the jam following the procedure below.
P.42 “Staple jam in the Finisher”
P.43 “Staple jam in the Saddle Stitch unit”

■ Staple jam in the Finisher

1 **Open the front cover of the Finisher.**



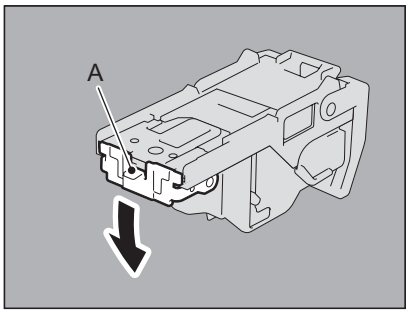
2 **Remove the staple cartridge.**



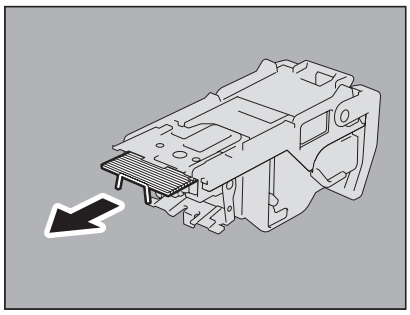
3 **Lower the guide while holding the knob.**
A: Stapling area

⚠ **CAUTION**

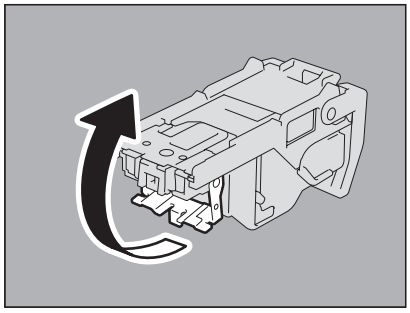
Do not touch the stapling area.
The actual needle point could cause you personal injury



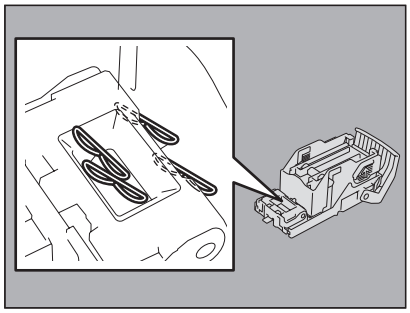
4 **Remove the jammed staples.**



5 **Holding the knob, raise the guide, and return it to its original position.**

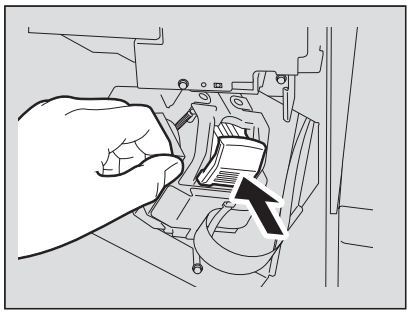


6 **Remove the staples fallen between the staple cartridge and the staple case or the ones in the staple receiver.**



7 **Fit the staple cartridge into the stapler.**

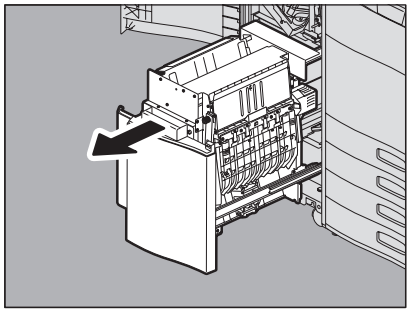
When fitting the staple cartridge, hold the green-labeled portion of the bracket securely so that the bracket does not move.
Insert the cartridge until it is caught by the latch and secured with a click.



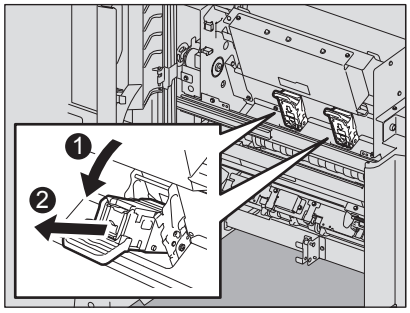
8 **Close the front cover of the Finisher.**

■ Staple jam in the Saddle Stitch unit

1 **Pull out the Saddle Stitch unit until it stops.**



2 **Remove the staple cartridge.**

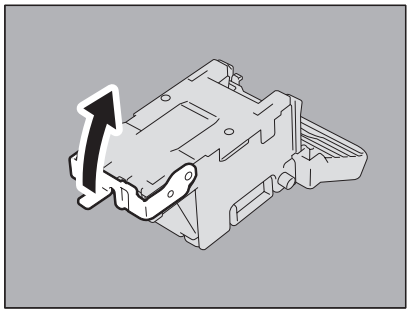


3 **Raise the guide while holding the knob.**

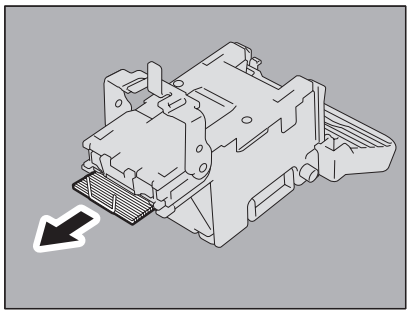
A: Stapling area

⚠ **CAUTION**

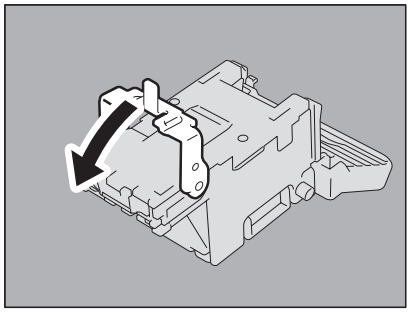
Do not touch the stapling area.
The actual needle point could cause you personal injury.



4 **Remove the jammed staples.**

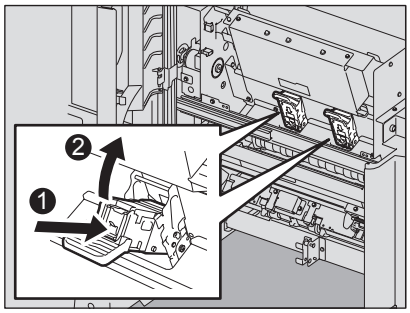


5 **Holding the knob, lower the guide, and return it to its original position.**

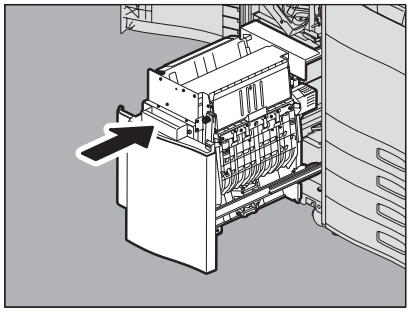


6 **Fit the staple cartridge.**

Insert the cartridge until it is caught by the latch and secured with a click.



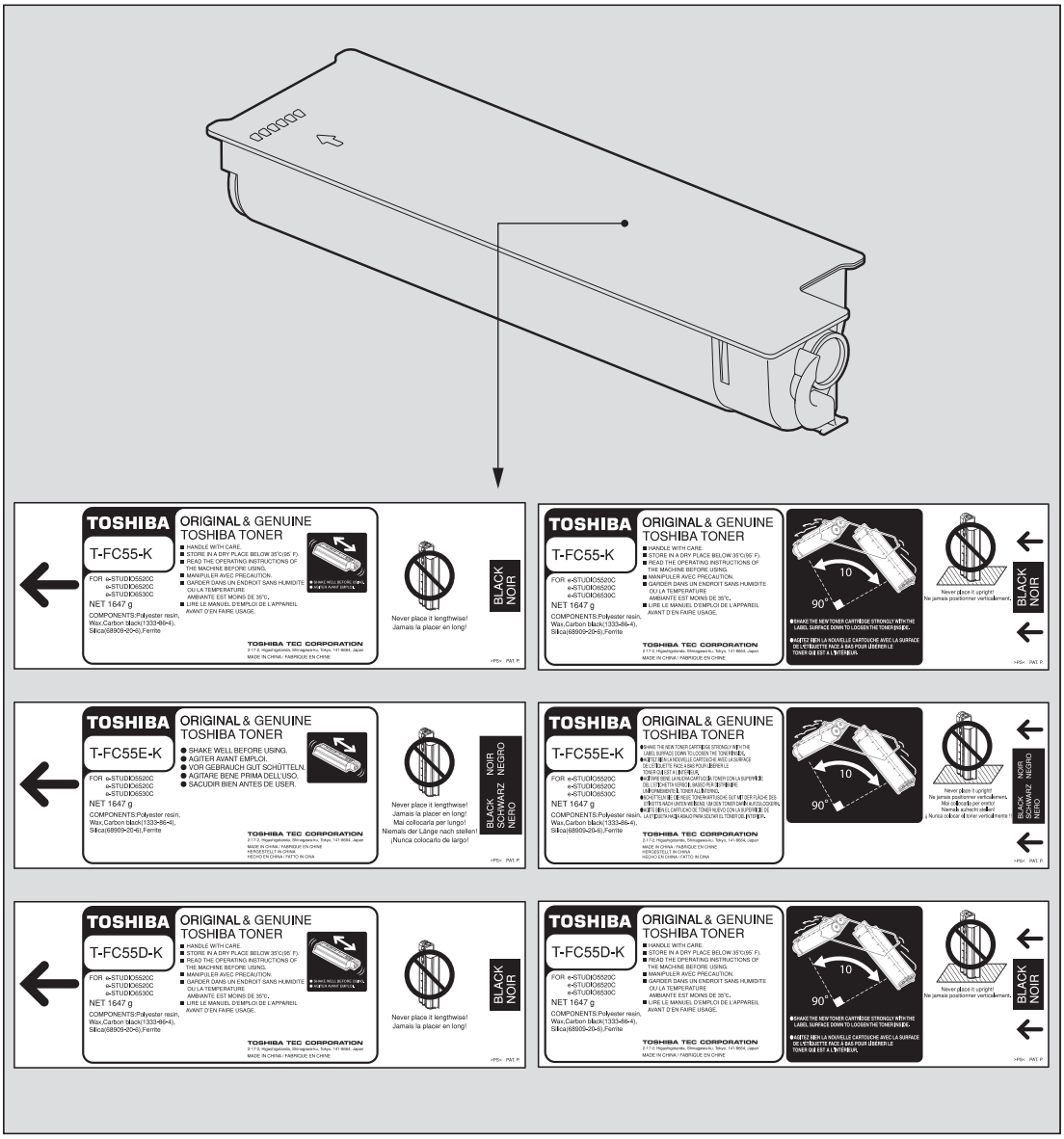
7 **Return the Saddle Stitch unit to its original position.**



Replacing a Toner Cartridge

When a toner cartridge runs out, the message “Install New *** (color name) toner cartridge” appears. Replace the toner cartridge following the procedure below when you see this message.

To assure an optimal performance, we recommend that you use TOSHIBA toner cartridges.



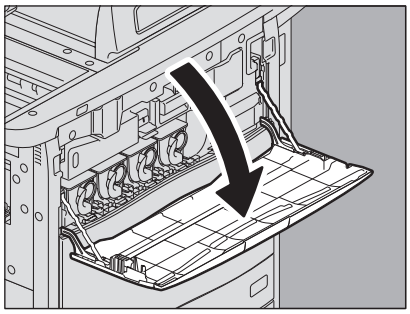
⚠ CAUTION

Never attempt to incinerate toner cartridges.
Dispose of used toner cartridges and waste toner boxes in accordance with local regulations.

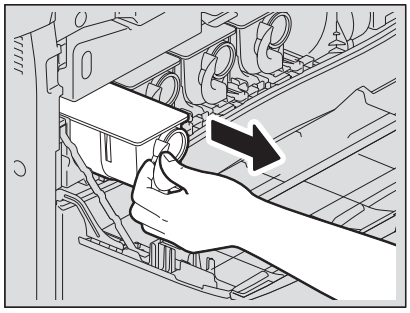
Notes

- You can replace a toner cartridge while the print function is in operation when “Install New *** (color name) cartridge” is displayed.
- Some toner remains in the toner cartridge while the message “Toner near Empty” is displayed. Although you can replace the toner cartridge with a new one, make sure that you follow the procedure 🕮 P.49 “Replacing a “Near Empty” toner cartridge”. This procedure is necessary for the equipment to reset the toner counter for displaying the next “Toner near Empty” message at the proper time.

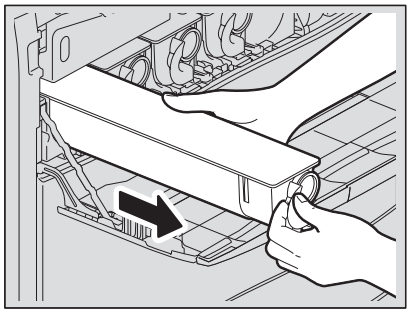
1 **Open the front cover.**



2 **Grasp the recess and slowly pull out the color toner cartridge to be replaced.**



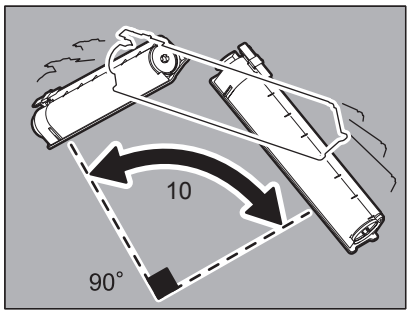
3 **When the cartridge has been pulled out more than halfway, support it with your hand while pulling it straight out.**



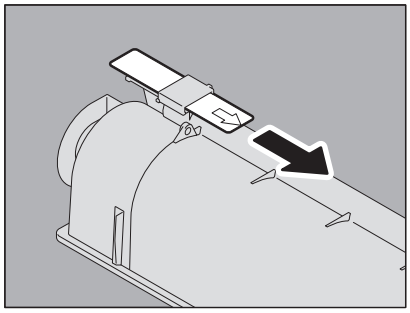
⚠ **CAUTION**

Never attempt to incinerate toner cartridges.
Dispose of used toner cartridges and waste toner boxes in accordance with local regulations.

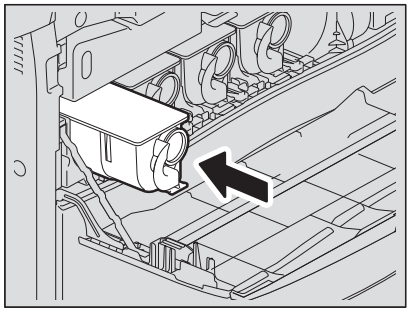
4 **Shake the new toner cartridge strongly with the label surface down to loosen the toner inside.**



5 **Pull out the seal in the direction of the arrow.**



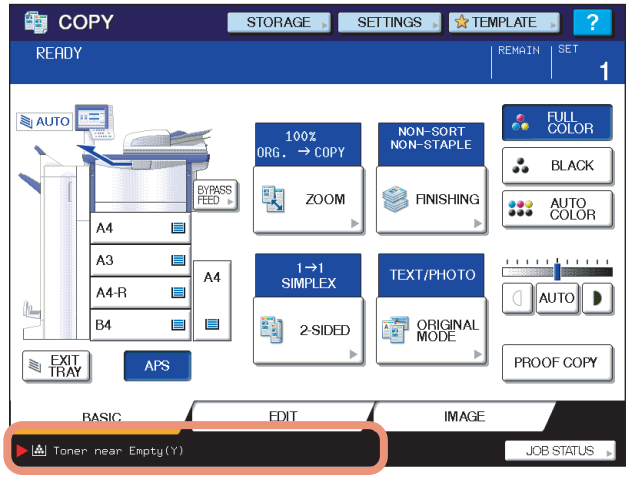
6 **Push in the new toner cartridge straight until it stops.**



7 **Close the front cover.**

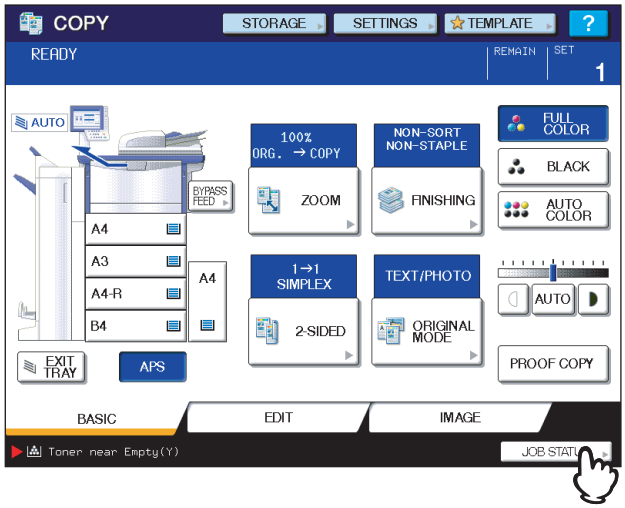
■ Replacing a “Near Empty” toner cartridge

The message “Toner near Empty” appears on the touch panel when there is not much toner left in a toner cartridge.

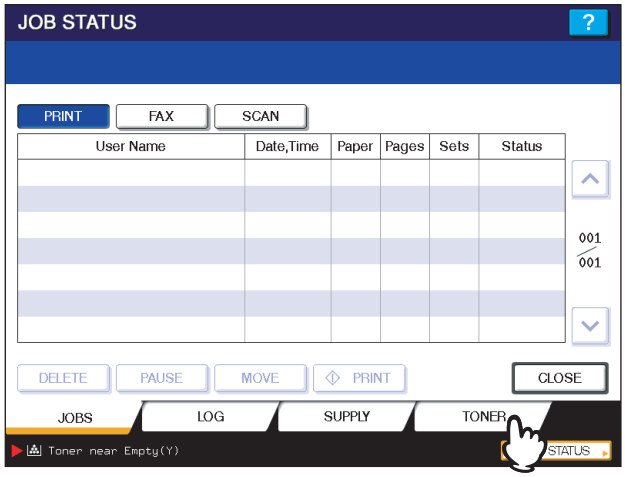


Some toner remains in the toner cartridge while the message “Toner near Empty” is displayed. You can replace the toner cartridge with a new one, but if you do so, make sure that you follow the procedure below. This procedure is necessary for the equipment to reset the toner counter for displaying the next “Toner near Empty” message at the proper time.

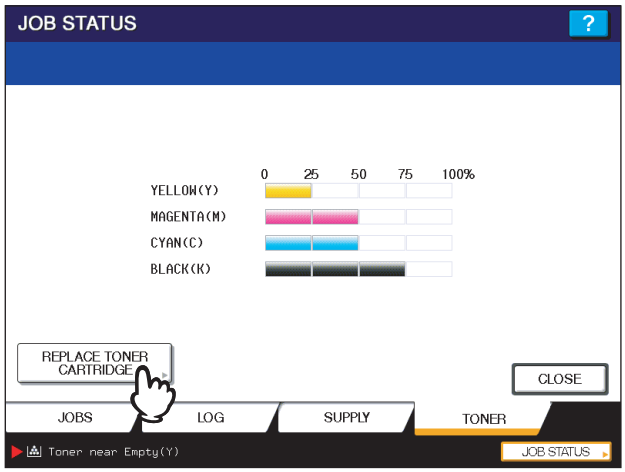
1 Press [JOB STATUS].



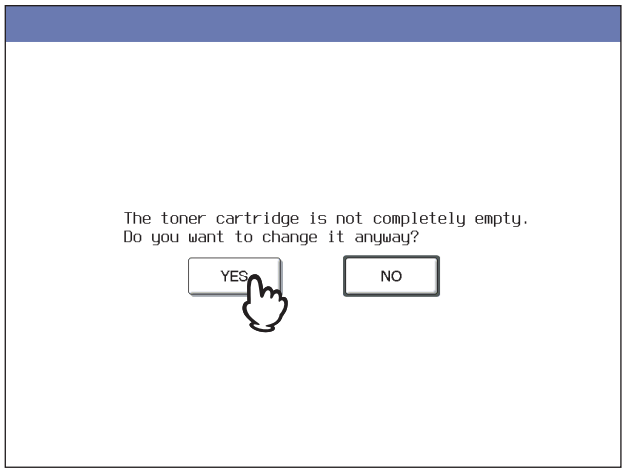
2 Press the [TONER] tab.



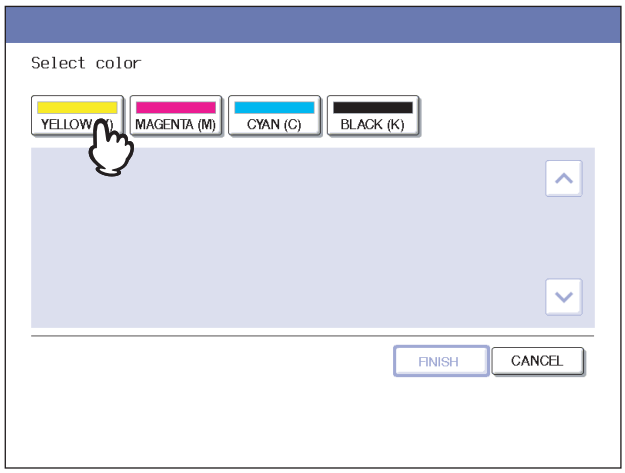
3 **Press [REPLACE TONER CARTRIDGE].**



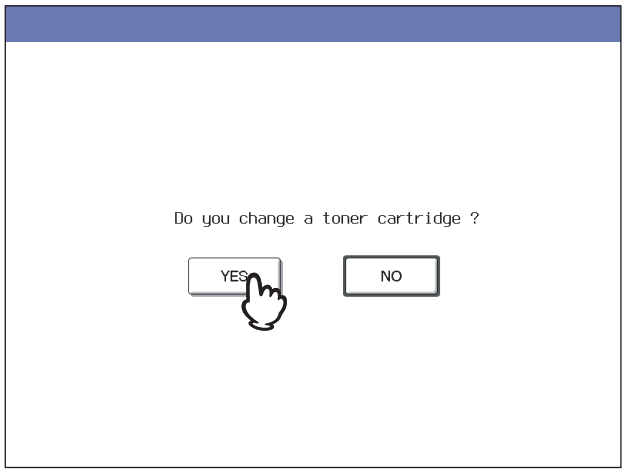
4 **To replace a toner cartridge, press [YES]. To cancel, press [NO].**



5 **Press the button for the toner color you intend to replace.**



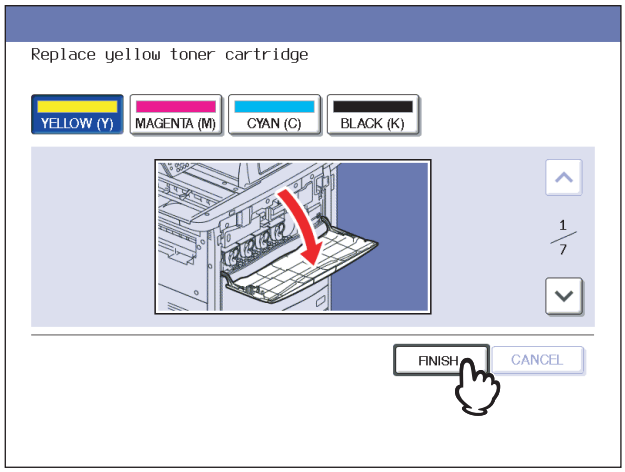
6 **To replace the toner cartridge, press [YES]. To cancel, press [NO].**



7 **Replace the toner cartridge.**

See 🕮 P.46 “Replacing a Toner Cartridge” for the correct procedure.

8 **Press [FINISH].**



Replacing the Waste Toner Box

When the waste toner box becomes full, the symbol for replacement of the waste toner box blinks and the message “Dispose of used toner” appears. Replace the waste toner box following the procedure below.

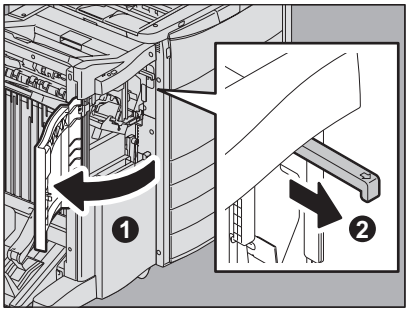
⚠ CAUTION

Never attempt to incinerate waste toner boxes.
Dispose of used toner cartridges and waste toner boxes in accordance with local regulations.

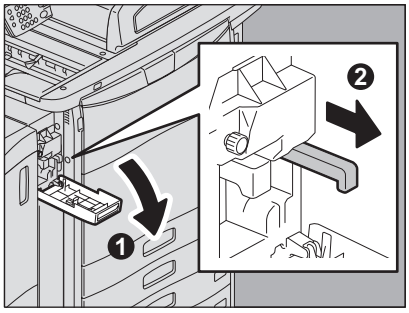
1 Separate the Finisher from the equipment when it is installed.

1) Open the front cover of the Finisher when the Hole Punch Unit is not installed. Open the Hole Punch Unit cover when the Hole Punch Unit is installed.
2) Pull the knob to unlock the Finisher.

When the Hole Punch Unit is not installed

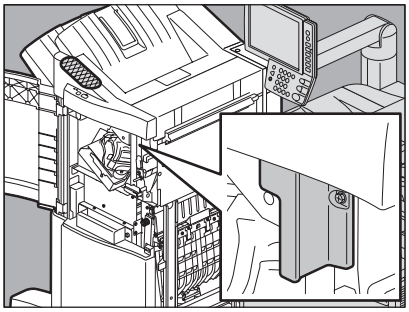


When the Hole Punch Unit is installed

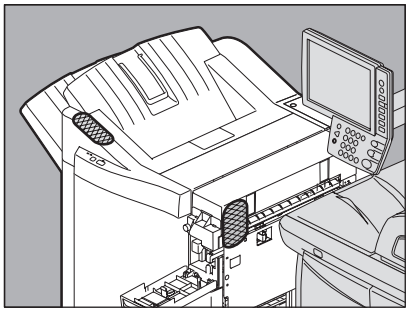


3) Move the Finisher until it stops putting your hands on the positions shown in the figure.

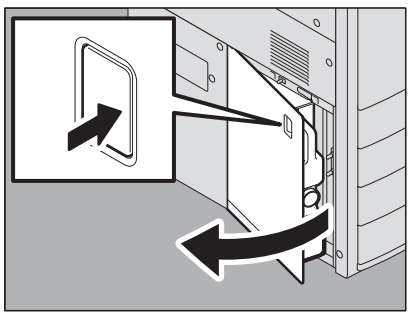
When the Hole Punch Unit is not installed



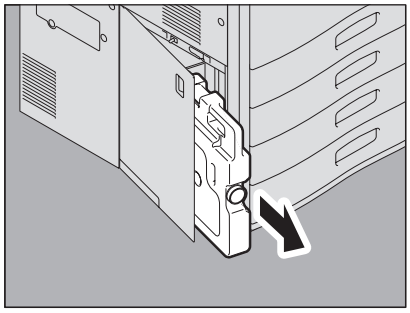
When the Hole Punch Unit is installed



2 Press the button on the waste toner box cover to open the cover.

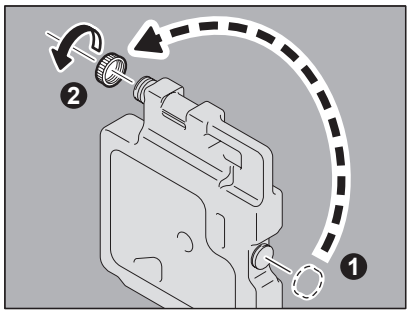


3 Remove the waste toner box.



4 **Put the cap on the opening of the waste toner box.**

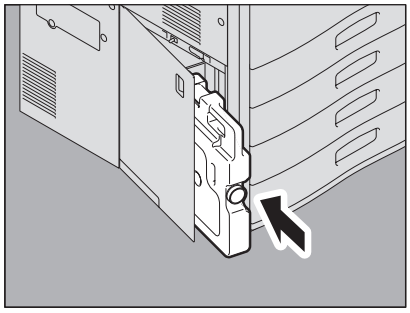
1) Loosen and take off the cap on the front top of the waste toner box.
2) Put the cap firmly on the opening of the waste toner box.



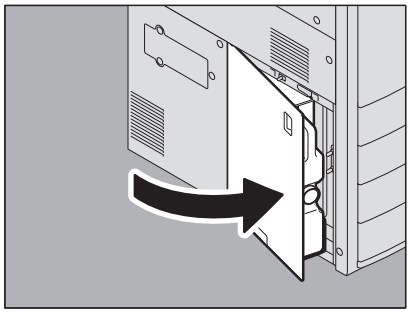
⚠ **CAUTION**

Never attempt to incinerate waste toner boxes.
Dispose of used toner cartridges and waste toner boxes in accordance with local regulations.

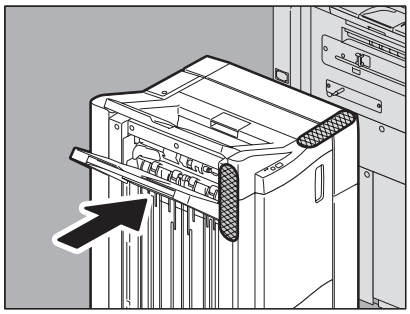
5 **Insert a new waste toner box into the slot until it stops.**



6 **Close the waste toner box cover.**



7 **Close the covers of the Finisher and Hole Punch Unit (when it is installed) and connect the Finisher to the equipment.**



Note

Slowly move the Finisher placing your hands on the positions shown in the figure.

⚠ **CAUTION**

Be careful not to let your fingers be caught between the Finisher and the equipment.

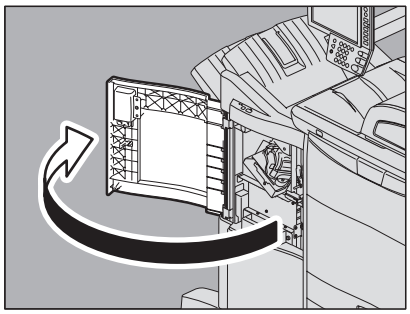
Refilling With Staples

Refill with staples according to the following procedures when the staples in the stapler of the Finisher and Saddle Stitch unit ran out.

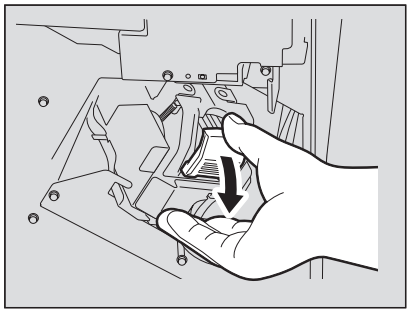
P.54 “Refilling the Finisher staples”
P.55 “Refilling the Saddle Stitch unit staples”

■ Refilling the Finisher staples

1 **Open the front cover of the Finisher.**

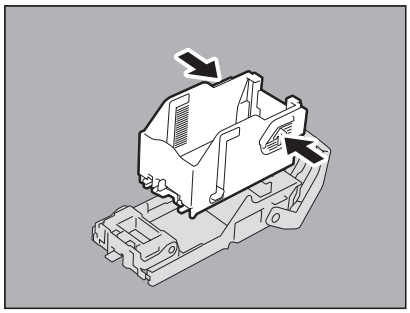


2 **Remove the staple cartridge.**



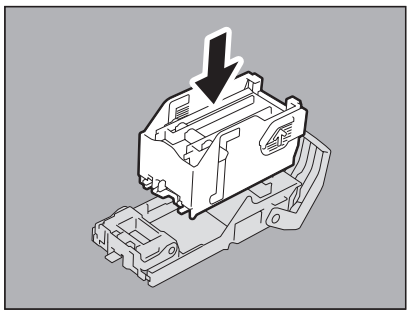
3 **Take the empty staple case out of the staple cartridge.**

Pull up the empty staple case while pushing both sides as shown in the figure.



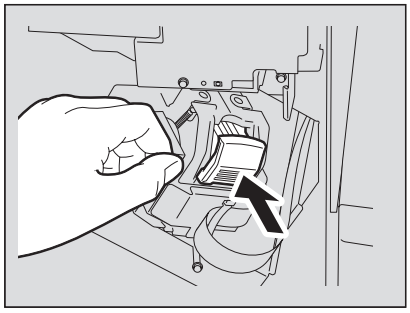
4 **Fit a new staple case into the staple cartridge.**

Push the staple case hook into the staple cartridge socket until you hear a click.



5 **Fit the staple cartridge into the stapler.**

When fitting the staple cartridge, hold the green-labeled portion of the bracket securely so that the bracket will not move.
Insert the cartridge until it is caught by the latch and fixed with a click.



6 **Close the front cover of the Finisher.**

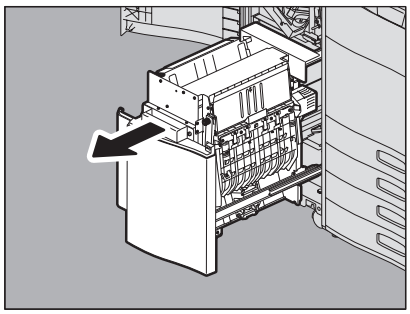
Tip

If the message “Check staple cartridge” remains, repeat the procedure above from step 1 to 6.

■ Refilling the Saddle Stitch unit staples

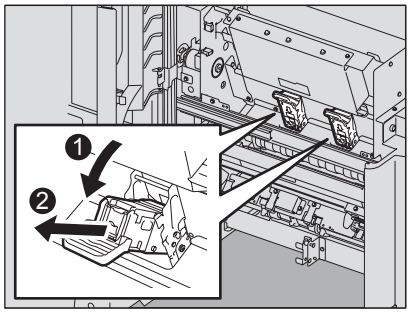
When the staples of the stapler in the Saddle Stitch Finisher MJ-1104 have run out, refill the staples following the procedure below.

1 **Open the front cover of the Finisher, and pull out the Saddle Stitch unit until it stops.**



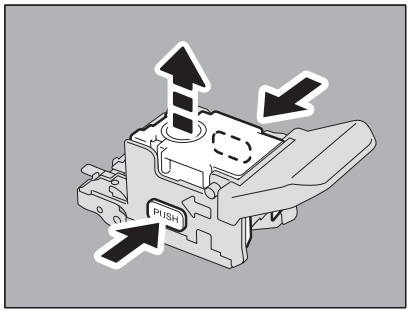
2 **Remove the staple cartridges.**

Replace both cartridges at a time.

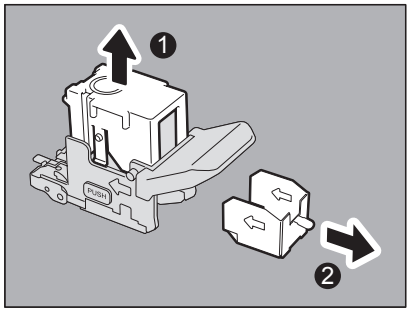


3 **Press the buttons on both sides of the cartridge.**

The transparent cover of the cartridge is lifted.



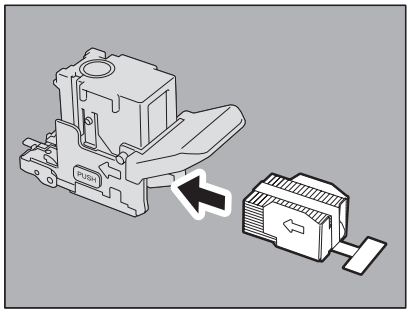
4 **After the transparent cover is lifted, take the empty staple case out of the cartridge.**



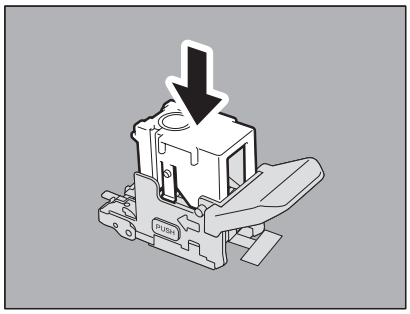
5 **Fit the new staple case into the staple cartridge.**
Insert it to the rear until it clicks.

Note

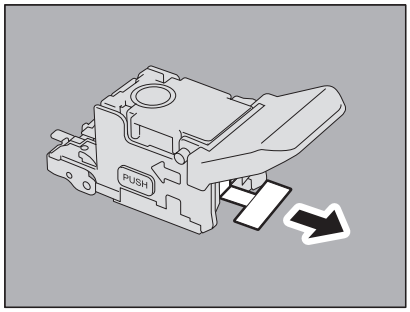
At this step, do not remove the seal bundling the staples.



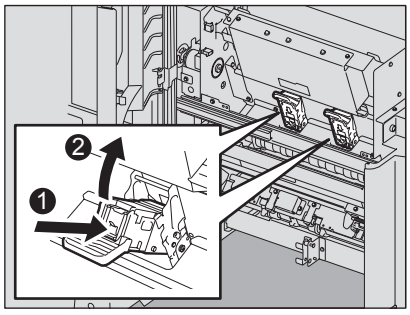
6 **Press down the transparent cover of the cartridge.**
Press it down until it clicks.



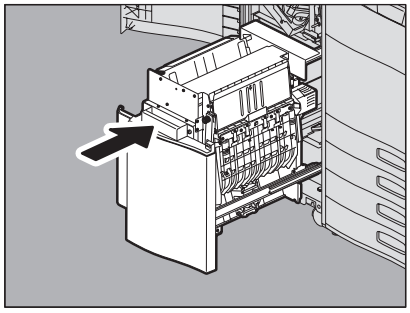
7 **Pull out straight the seal bundling the staples.**



8 **Fit the staple cartridge into the stapler.**
Insert the cartridge until it is caught by the latch of the staple cartridge and is fixed with a click.



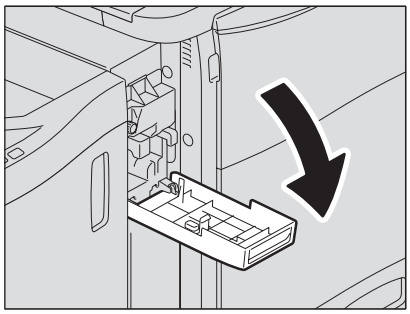
9 **Return the Saddle Stitch unit to its original position.**



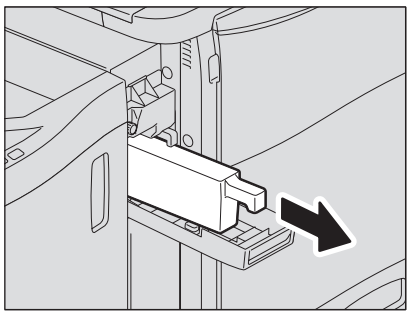
Cleaning the Hole Punch Dust Bin

When the hole punch dust bin becomes full, dispose of the paper punchings following the procedure below.

1 **Open Hole Punch Unit cover.**



2 **Pull out the hole punch dust bin.**



3 **Dispose of the paper punchings.**

4 **Push back in the hole punch dust bin.**

5 **Close the Hole Punch Unit cover.**

2

TROUBLESHOOTING FOR COPYING

This chapter describes how to troubleshoot the problems of copy function and copy output.

Copying Problems..... 60

Copying Problems

See the table below when you have a problem in operating copy function or have an unexpected copy output.

Problem Description	Cause	Corrective Action
Functions cannot be set.	Another function that is unavailable for the combination has already been set.	Some functions cannot be combined. For details, refer to Chapter 8 of ***Copying Guide***.
Copying stops while scanning the originals. (The message “The number of originals exceeds the limits Will you print out stored originals?”” appears.)	The number of scanned pages has reached the maximum.	To copy the scanned images, press [YES]. To cancel, press [NO].
Copying stops while scanning the originals. (The message “Not enough Work Space to store originals Will you print out stored originals?” appears.)	No available internal memory remains.	To copy the scanned images, press [YES]. To cancel, press [NO].
Copied image is too light.	No toner is left.	The message “Install new Black (Cyan, Magenta or Yellow) cartridge” appears when no toner is left. Replace the toner cartridge of the color the message indicates. 📖 P.46 “Replacing a Toner Cartridge”
	Copy density is set too light.	Darken the density manually or try the automatic density mode.
Copied image is too dark.	Copy density is set too dark.	Lighten the density manually or try the automatic density mode.
Copied image has marks.	The Reversing Automatic Document Feeder is not fully lowered.	Lower them fully to block outside light.
	The original glass, platen sheet, scanning area and guide are marked.	Clean them. 📖 P.100 “Daily Care for the Equipment”
	The copy density is set too dark.	Adjust the density lighter manually or try the automatic density mode.
	A transparent original such as transparency or tracing paper is being used.	To copy a transparent original clearly, put a sheet of blank and white paper behind the original. Make sure that the paper is large enough to cover the original.
Copied image is partially missing.	The size or orientation of the copy paper and that of the original are not consistent. The reduction ratio is not properly set.	Fit the copy paper size to the original or set the reduction ratio for the copy paper.
	The binding margin is too wide.	Set the binding margin width to fully cover the original For details, refer to Chapter 4 of Copying Guide.
	The original is larger than the printable area.	The outside part of the printable area cannot be copied. The Full Image function enables you to copy the whole image of the original in the 95 - 99% reproduction ratio.
Copied image is blurred. 	There is a gap between the platen glass and the original.	Lower fully the cover of the Reversing Automatic Document Feeder so that the original closely contacts the platen glass.
	The copy paper is damp.	Replace it with dry copy paper.

Problem Description	Cause	Corrective Action
Copied image has black streaks in the horizontal direction. 	The scanning area or guides is marked.	Clean them. 📖 P.100 “Daily Care for the Equipment”
Copied image is rough.	The paper type setting is not suitable for the paper actually used.	Match the paper type setting to the actual paper you are using. If you use plain paper with the setting of [plain paper] or [plain paper 2], try [plain 1] for better output. The output may not be improved on some types of paper (e.g. paper with rough surface).
Copied image has little gloss.	The paper type setting is not suitable for the paper actually used.	Match the paper type setting to the actual paper you are using. If you use plain paper with the setting of [plain paper] or [plain paper 1], try [plain 2] for better output. The output may not be improved on some types of paper (e.g. paper with rough surface).
A color original is copied in black and white when Auto Color is chosen.	Some color originals may be copied in black and white: • Originals with very little colored part • Overall blackish originals • Originals in light color	Set the color mode to Full Color.
		You can change the criterion for determining whether an original is black-and-white or color. For further information, refer to the ***MFP Management Guide***.
A black and white original is copied in color when Auto Color is chosen.	Some black and white originals may be copied in color: • Yellowed originals • Originals with background color	Set the color mode to Black.
		You can change the criterion for determining whether an original is black-and-white or color. For further information, refer to the ***MFP Management Guide***.

3

TROUBLESHOOTING FOR PRINTING

This chapter describes how to troubleshoot the problems on printing.

Print Job Problems 64
Clearing print job errors 64
Cannot remember the document password for a Private Print job 66

Printer Driver Problems 67
Cannot print (port setting problems) 67
Command line options not processed 67
Retrieval of printer configuration failed 67
Cannot print a job as expected using PS3 printer driver 68
Cannot change settings on the [Fonts] tab and the [Configuration] tab 68
The scanned image of a black-and-white original is printed in the full color mode 68

Network Connection Problems 69
Cannot print with the equipment (network connection problems) 69
Cannot print with SMB print 69
Cannot print properly with AppleTalk print 69

Client Problems 70
Checking the client status 70

Hardware Problems 71
Startup page not printed 71
Print jobs not output 71

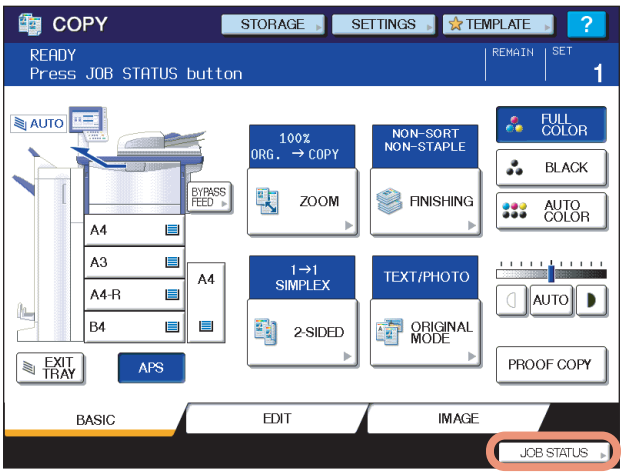
Print Job Problems

This section describes how to clear the print jobs errors.

■ Clearing print job errors

Problem Description

A print job error occurs and [JOB STATUS] blinks when the paper specified by the computer is not set in the drawers of the equipment.

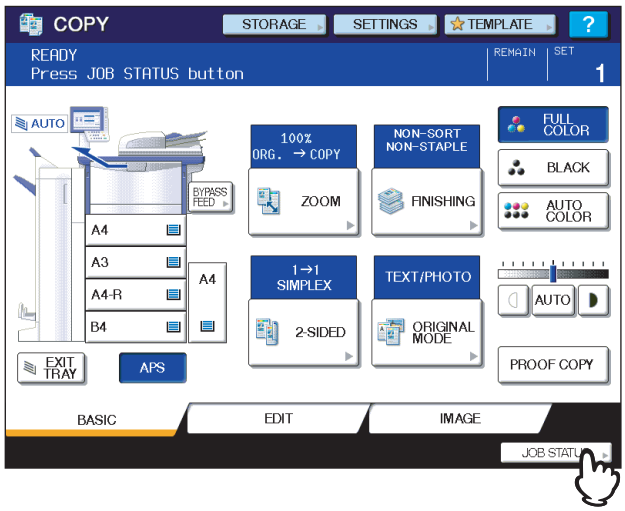


Corrective Action

Clear the error following the procedure below.

To print by placing paper on the bypass tray

1 Press blinking [JOB STATUS].

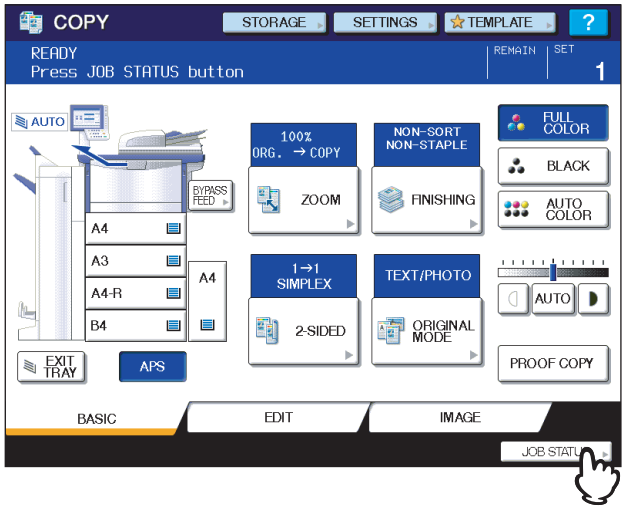


2 Place paper of the size specified with the computer on the bypass tray, and press the [START] button.

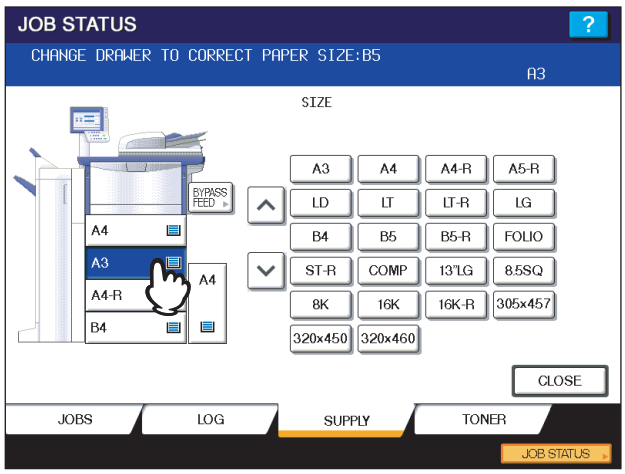
Printing is performed. Press [JOB STATUS] when printing has been completed.

To print by setting suitable-size paper in the drawer

1 Press the blinking [JOB STATUS].



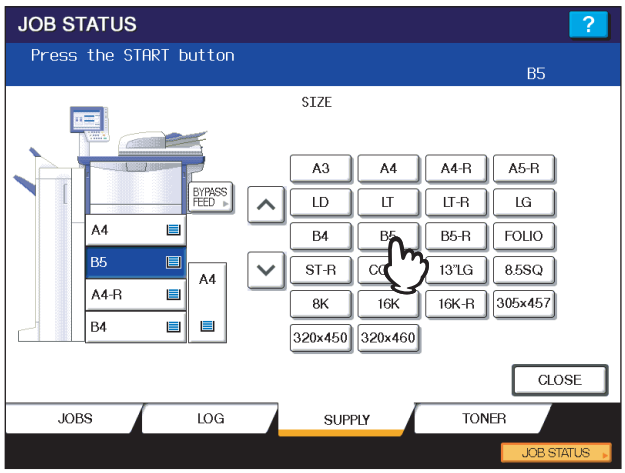
2 Press the drawer button you intend to change its paper size setting.



You can also select the drawer with ^ or v.

3 Place the paper in the drawer.

4 Press the paper size button corresponding to the size of the paper you have placed.



5 **Press the [START] button.**
Printing is performed. Press [JOB STATUS] when printing has been completed.

Printing by selecting a paper size already placed in another drawer
You can perform printing with the paper already placed in the drawers. Some part of the image may not be printed, however, if the paper size in the drawer is smaller than the one you have specified.
Press the drawer button you intend to use on the touch panel and press the [START] button.

■ Cannot remember the document password for a Private Print job

Problem Description

I cannot remember the document password for my Private Print job.

Corrective Action

The document password for a Private Print job is never shown, once the job has been sent to the equipment.
To print the failed Private Print job, submit the document again as a new Private Print job.

The failed Private Print job remains unprinted in the job queue. To delete it, either way below is required. Contact the administrator of the equipment.

- Enter the administrator's password in the Private Print job list on the touch panel and delete the job.
  For details, refer to the ***Printing Guide***.
- Log on TopAccess with the administrator's password and delete the job in the Print Job list.
  For details, refer to the ***TopAccess Guide***.

Printer Driver Problems

This section describes the troubleshooting for the printer drivers.

Tip

For the error messages that appear during the installation of the printer drivers, refer to the ***Software Installation Guide***.

■ Cannot print (port setting problems)

Problem Description

I cannot perform printing with the equipment.

Corrective Action

If the printer driver on the client computer points to a wrong network port, jobs neither appear in the current jobs queue nor are printed. Fix the problem following the procedure below:

1. Open the Printers folder from the Control Panel.
2. Right-click on the printer driver icon.
3. Select Properties from the shortcut menu.
4. Select the [Ports] tab. Browse to select the printer or Novell queue.
5. Make sure that the path to the printer and the device name are correct.
   \\<device name>\print
   <device name> is the same as the device name set from the touch panel. “print” may be “pcl6” or “ps3” depending on the printer driver you use.
6. Click the [General] Tab and click [Print Test Page] to confirm that the settings are correct.

■ Command line options not processed

Problem Description

All the print options are sent to the equipment at the beginning of the print job. If the print file already contains print commands, they overwrite the command line options you set. For example, if the print file specifies Letter paper, and you specify A4 paper with the lp command, the document is printed on Letter size paper.

Corrective Action

Change the properties of the document you intend to print to create another print file. Submit the print job using the lp command without setting additional parameters.

■ Retrieval of printer configuration failed

Problem Description

When accessing the printer properties, the message “Retrieval of printer configuration failed” is displayed.

Corrective Action

The printer driver cannot communicate with the equipment. Try the steps in the checklist below.

No	Check...	Yes	No	Corrective Action
1	Is the equipment turned on?	Next Step ⇩	⇨	Turn on the equipment.
2	Can you connect the computer to the equipment via TopAccess?	Next Step ⇩	⇨	Restart the equipment.
3	Does the same message appear again when you access the property of the printer driver?	⇨	End	Check the printer driver port assignment and make sure that it is correct.

■ Cannot print a job as expected using PS3 printer driver

Problem Description

When printing with the PS3 printer driver from the application that creates the PostScript code for printing such as Adobe Acrobat, the following print options may not work correctly:

- Manual Scale
- Print Paper Size
- Paper Type
- User Front Cover
- User Back Cover
- Interleave Pages
- Insert Pages
- Booklet
- Multiple Pages per Sheet
- All options from the [Effect] tab
- All options from the [Image Quality] tab

Corrective Action

Disable “Use PostScript Passthrough” in the [PostScript Settings] dialog box and print the document.

■ Cannot change settings on the [Fonts] tab and the [Configuration] tab

Problem Description

The [Fonts] tab and [Configuration] tab are grayed out and their settings cannot be changed.

Corrective Action

Users who do not have the privilege to change the printer driver setting cannot change the options in the [Fonts] tab and [Configuration] tab. Please log on with the Administrator or a Power User.

■ The scanned image of a black-and-white original is printed in the full color mode

Problem Description

Full color printing is performed using four-color toner when [Auto] is set for the [Color] box in the [Basic] tab menu of the printer driver.

- When printing an image of a black-and-white original, which has been stored in TIFF format by the scanning operation
- When printing an image of a black-and-white original, which has been stored in PDF format by the scanning operation, using a PCL6 or XPS printer driver.

A document, such as Word, including a black-and-white image may also be printed in the full color mode.

Corrective Action

To print a black-and-white original in the black mode using black toner only, perform one of the following settings:

- Select [Black and White] for the [Color] box.

- Select [Text, Graphic & Image] for the applicable range of [Pure Black] and [Pure Gray] in the [Image Quality] tab menu.
  - Click [Setting] in the [Image Quality] tab menu.
  - Select the [Pure Black] and [Pure Gray] check boxes in the [Basic] tab menu in the [Setting] dialog box.
  - Select [Text, Graphic & Image] for the [Apply to] box.

Network Connection Problems

This section describes the troubleshooting for printing in the network connection environment.

Tip

See also the checklists by types of printing and operating systems on 🕮 P.84 “Printing Problems (Network Related)”

■ Cannot print with the equipment (network connection problems)

Problem Description

I cannot perform printing with the equipment.

Corrective Action

See the checklist below to determine if the cause of the problem is related to a network.
If it is, see 🕮 P.84 “Printing Problems (Network Related)”. In that section, several OS- and printing method-based check lists are provided to help you find an appropriate action to take.

No.	Check...	Yes	No	Corrective Action
1	Have you set the protocol settings so they are compatible with your network and client protocol settings?	Next Step ⇩	⇨	Set up the proper protocol.
2	Have you set up the appropriate type(s) of print services that should be supported?	Next Step ⇩	⇨	Check the settings required for your printing environment.
3	If you are using Novell print services, did you set up the Novell side of network printing, such as creating print servers and attaching the print queue?	Next Step ⇩	⇨	Set up the NetWare server. Refer to the ***Software Installation Guide***.
4	If you set up Novell print services, can you see the print job using PCONSOLE or NWAdmin?	Next Step ⇩	⇨	Refer to your Novell PCONSOLE or NWAdmin user documentation for help with using these utilities.
5	Have you checked the gateway and subnet settings to make sure that the equipment is part of the same network Gateway as the client from which you are trying to print?	Next Step ⇩	⇨	Set up the TCP/IP correctly.
6	Are other services and communications performed over the network behaving in the normal and expected manner?	**End**	⇨	Refer to your network documentation or use a network diagnostic utility to identify the a network problem.

■ Cannot print with SMB print

Problem Description

When trying to print a document using an SMB connection, the job cannot be printed and such messages continuously appear as “No more connections can be made to this remote computer” or “Your file could not be printed due to an error”.

Corrective Action

SMB print is supposed to be utilized in a small network. If you can use Windows 2000, Windows XP, Windows Vista, or Windows Server 2003 as a print server, printing via the Windows Print Server is recommended.
If you cannot use the Windows Print Server in your network, use LPR print instead.

■ Cannot print properly with AppleTalk print

Problem Description

- Text will be printed as stripe lines when printing an email message.
- Some text is not printed in a document.
- When printing from a web browser, the web page is not printed in spite of the print job being sent to the equipment.

Corrective Action

If the errors above occur with AppleTalk print, use LPR print instead.

Client Problems

This section describes how to identify and correct the problems caused by the clients* connected to the equipment.

* One of the common examples of clients is a computer that sends a print job to the equipment and make it perform printing.

■ Checking the client status

Problem Description

The printing problems are caused by the printer driver settings, network settings, errors in the network connections, and so forth. First, contact the administrator of the equipment to see if there is one of these kinds of problem, or see the following sections:

🕮 P.67 “Printer Driver Problems”
🕮 P.69 “Network Connection Problems”
🕮 P.84 “Printing Problems (Network Related)”

Another possible cause is one related to a client. If the print jobs sent from a specific client within a network fails, the problem may be caused by the client.

The checklist below will help you identify the source of the error and direct you to the information resolving the problem. If the problem persists after you have followed all of the steps, contact your service representative.

No.	Check...	Yes	No	Corrective Action
1	Does the equipment work properly? Are copy jobs output properly?	Next Step ⇩	⇨	Check the device status displayed in the Device page of TopAccess.
2	See the Device page of TopAccess. Are the options specified for the job supported by the hardware configuration?	Next Step ⇩	⇨	If not, delete the job, install the required components, and try again. Contact your service representative for further information.
3	Can you print the jobs from other clients?	Next Step ⇩	⇨	See the following section to fix the problem. 🕮 P.69 “Cannot print with the equipment (network connection problems)”
4	Have you ever printed successfully from this client?	Next Step ⇩	⇨	See the following section to fix the problem. 🕮 P.67 “Cannot print (port setting problems)”
5	Did you set up the printer driver other than by an SMB connection?	Next Step ⇩	⇨	See the following section to fix the problem. 🕮 P.69 “Cannot print with SMB print”
6	(For Macintosh only) Can you see the equipment you created in the Selector?	Next Step ⇩	⇨	Refer to the ***Software Installation Guide***.
7	At this point, the problem is most likely to be related to a client-side error. Refer to the ***Printing Guide*** to fix the problem.			

Hardware Problems

This section describes troubles caused by the hardware device (the equipment).

If an icon or a message indicating an error is not displayed, or the problems on printer drivers or the network connection cannot be specified, a hardware problem is a possible cause of the trouble.

The following are common factors involved in the hardware problems:
- system board, cables, and connectors
- the equipment, and its (optional) components such as the duplexing unit or the Finisher
- system software or firmware of the equipment

■ Startup page not printed

Problem Description

If the startup page is not printed when you turn on the equipment, even though the Print Startup Page is enabled, there may be a hardware error. Contact your service representative.

Corrective Action

1. Make sure that Print Startup Page is enabled.
2. Turn on the equipment. (If it is already on, restart it.)
3. Check if the startup page is output.

When the Print Startup Page is enabled, normally the Startup Page is automatically printed. If not, the problem is possibly caused by the hardware. Contact your service representative.

■ Print jobs not output

Problem Description

All the clients within a network fail to make the equipment output the print jobs.

Corrective Action

There remains a possibility that an improper settings of the software such as printer drivers caused the problem, however, a hardware error is possible, if none of the clients can print the jobs. Try the steps on the checklist below. If the problem persists after you have followed all of the steps, contact your service representative.

No	Check...	Yes	No	Corrective Action
1	Is printing prohibited from all connected client computers?	Next Step ⇩	⇨	See the following section to fix the problem: 🕮 P.69 “Network Connection Problems”
2	Can you see the job from TopAccess or another print monitoring utility, such as PCONSOLE or Print Manager?	Next Step ⇩	⇨	See the following section to fix the problem: 🕮 P.80 “Locating the Equipment in the Network”
3	Can you identify the problem with the error message or the error code and resolve it?	**End**	⇨	See the following sections to fix the problem: 🕮 P.92 “Error Messages” 🕮 P.96 “Error Codes”

Also refer to the ***Printing Guide*** for more information on resolving output errors caused by software settings.

4

TROUBLESHOOTING FOR SCANNING

This chapter describes how to troubleshoot the problems of scanning.

Scanning Problems 74
Cannot E-mail my scans 74
Cannot find the data saved in the shared folder 74

Scanning Problems

This section describes troubleshooting for using scan data.

■ Cannot E-mail my scans

Problem Description

I have scanned a document and sent the copy as an e-mail attachment, but the e-mail does not reach the specified e-mail address.

Corrective Action

Check the following points:

- The correct e-mail addresses are specified.
- The equipment is correctly configured for and connected to the network.
- For the SMTP Client settings, the SMTP server address is correctly set.
- For the SMTP Client settings, the Port Number is correctly set.
- For the SMTP Client settings, the settings for SSL and/or authentication are correctly set.
- The data size of the attached file is smaller than/equal to the maximum data size receivable on the recipient's side.

For details on the network settings, refer to the ***TopAccess Guide***.
For details on e-mailing the scanned image, refer to the ***Scanning Guide***.

■ Cannot find the data saved in the shared folder

Problem Description

I have scanned a document and saved the copy in shared folder of the equipment, but cannot locate the saved file.

Corrective Action

- For Windows OS, search the network for the equipment using the search function of Explorer. The data are stored in the equipment's shared folder named "FILE_SHARE."
- For Macintosh, make sure that the OS version is Mac OS X 10.3.x or later; a client computer running Mac OS X 10.2.x or earlier cannot access the shared folder on the equipment. If your computer is running Mac OS X 10.3.x or later, search the network for the equipment on Finder and access the folder named "FILE_SHARE."
- If you cannot find the equipment on the network, make sure that the SMB Server Protocol setting is enabled on TopAccess.

For details on the network settings, refer to the ***TopAccess Guide***.
For details on storing the scanned image, refer to the ***Scanning Guide***.

5

TROUBLESHOOTING FOR e-Filing

This chapter describes how to troubleshoot the problems on e-Filing.

e-Filing Web Utility Problems 76
e-Filing Web Utility terminates the session 76
Numerous sub windows repeatedly appear 76
Displaying the items in the Contents Frame takes a long time 76
Error messages 77

e-Filing Web Utility Problems

This section describes troubleshooting for the web browser-based e-Filing web utility. You will also find the error messages and the corrective actions for each message.

■ e-Filing Web Utility terminates the session

Problem Description

The message “This operation will end your e-Filing session.” appears and e-Fling Web Utility returns to its top page.

Corrective Action 1

Clicking [Return], [Refresh], and [home] button or [login] link leads to this message and e-Filing Web Utility returns to its top page. In this case, try again the operation you intended to do.

Corrective Action 2

Closing the window by clicking the [x] button of the browser leads to the message “This operation will end your e-Filing session.” and the e-Filing session ends. Finish your current operation before you close the window.

Corrective Action 3

Operating the main window while the sub window is displayed leads to the message “This operation will end your e-Filing session.” and the processing displayed on the sub window ends. Do not operate the main window until the processing on the sub window has been completed.

■ Numerous sub windows repeatedly appear

Problem Description

Numerous sub windows repeatedly appear and e-Filing becomes uncontrollable.

Corrective Action

Close all the windows and exit from the web browser. Then restart the browser and clear the cookie files from “Internet Option” (for Internet Explorer).

■ Displaying the items in the Contents Frame takes a long time

Problem Description

Displaying the items in the Contents Frame takes a long time.

Corrective Action

Displaying more than 100 items in the Contents Frame may take a long time. A smaller number of items shortens the time for displaying.

■ Error messages

See the table below to troubleshoot the problem if a message appears.

Message	Corrective Action
Internal error occurred. Please restart e-Filing.	Turn OFF and then ON the power of the equipment and then try again. If the error message is still displayed, contact your system administrator or contact your dealer for support.
Your e-Filing Session has Timed Out. Please Restart.	Exit from e-Filing and change the session timer setting to be longer on the Setup page of the TopAccess Administrator mode. Then restart it.
The items have been modified.	The items are currently being modified by another user. Try again after another user has finished modifying the items.
Cannot start e-Filing Session. The Disk is Full.	Erase the unnecessary data from the Control Panel. For instructions on how to delete data from the Control Panel, refer to the ***e-Filing Guide***.
Cannot create a Box. The Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.
Cannot create a Folder. The Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.
Cannot edit the Document. The Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.
Cannot insert Page. The Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.
Cannot archive Documents. The Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.
Cannot upload archived file. The Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.
Cut failed. Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.
Copy failed. Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.
Paste failed. Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.
Save failed. Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.
Cannot create a Folder. Maximum number of folders has been reached.	Delete unnecessary folders and create a new folder. You can create up to 100 folders in each box.
Cannot create a document. Maximum number of documents has been reached.	Delete unnecessary documents and create a new document. You can create up to 400 documents in each box and folder.
Cannot insert Page. Maximum number of pages has been reached.	Delete unnecessary pages and insert a new page. A document can contain up to 200 pages.
Paste failed. Maximum number of page range is reached.	Delete unnecessary pages and paste pages in the document. A document can contain up to 200 pages.
Cut failed. The items have been deleted or modified.	Refresh the page and make sure that the item was deleted or is currently being modified.
Copy failed. The items have been deleted or modified.	Refresh the page and make sure that the item was deleted or is currently being modified.
Paste failed. The items have been deleted or modified.	Refresh the page and make sure that the item was deleted or is currently being modified.
Delete failed. The items have been deleted or modified.	Refresh the page and make sure that the item was deleted or is currently being modified.
Please enter valid password.	Enter the correct password.
A folder with the name you specified already exists. Please try again.	Use a name that does not exist in the box.
Another user has been archiving or uploading. Please try again later.	The document is being archived or uploaded by another user. Try again after the other user has finished archiving or uploading.
The Maximum Possible Archive Size exceed. Archiving is not Possible.	An archive file larger than 2GB cannot be created. Make sure that the archive file will be less than 2GB by archiving smaller groups of files instead of a large one.
The Box cannot be erased. A document contained in Box is being used.	A document contained in the box is being used by another user. Try again after the other user has finished using the document.

Message	Corrective Action
The document is being used. Please try again later.	The selected document is being used by another user. Try again after the other user has finished using the document.
File format doesn’t correspond. Please contact Administrator.	Contact your administrator to convert the archive file and try again.
e-Filing is not ready. Please try again later.	e-Filing has not yet been activated. Try again later.

6

TROUBLESHOOTING FOR NETWORK CONNECTIONS

This chapter describes how to troubleshoot the problems on network connections.

Locating the Equipment in the Network 80
Cannot locate the equipment in the network 80
Cannot locate the equipment with Local Discovery 81
Equipment does not respond to ping command 82

LDAP Search and Authentication Problems 83
Network shutdown occurs or touch panel disabled after LDAP search 83
LDAP authentication takes a long time 83

Printing Problems (Network Related) 84
SMB print and Point&Print in a Windows operating system environment 84
Raw TCP or LPR print in a Windows operating system environment 84
IPP print in a Windows operating system environment 85
Novell print in a NetWare environment 85
Macintosh environment 86
UNIX/Linux environment 86

Network Fax (N/W-Fax) Driver Problems 87
Cannot send a fax document with N/W-Fax driver 87
“Could not connect to the MFP device” message appears 87

Locating the Equipment in the Network

■ Cannot locate the equipment in the network

Problem Description

I cannot locate the equipment in the network.

Corrective Action

Improper settings may cause the problems in locating the equipment in the network. Try the checklist below to detect the cause of the problem. If the problem remains unsolved, contact your service representative.

No.	Check...	Yes	No	Corrective Action
1	Is the startup page printed out? If not, wait until the communication comes online. Examine the protocol settings listed on the startup page. Are they correct?	Next Step ⇩	⇨	Set up the proper protocols.
2	Print out a configuration page. Make sure that there are not any discrepancies or inconsistencies between the current network settings and your network environment. Change the network settings, if necessary. Use the Find Computer utility from your Windows computer to locate the equipment by its device name. Can you find the equipment?	Next Step ⇩	⇨	Set up the proper protocol if required. Once you have located the equipment, configure the port that it is mapped correctly to the device.
3	Can you locate other computers connected to the same network?	Next Step ⇩	⇨	Check the network settings on the client computer to make sure that they are compatible with the network settings on the equipment.
4	Check the link LED activity on the hub and/or NIC of the equipment and the client machine. Do the hardware components appear to be functioning properly?	Next Step ⇩	⇨	Contact your service representative.
5	Make sure that the device name for the equipment is unique and verify that the WINS and/or DNS server database are not causing potential naming conflicts with the network settings on the equipment. If necessary, change the network settings on the equipment. After the communication comes back online, can you see the equipment in the network?	Next Step ⇩	⇨	Set up the NetBIOS name of the device correctly.
6	If the network environment is using complex subnet or supernet structures, is the IP address used by the equipment within the network structures range of valid addresses?	**End**	⇨	Contact your local network support specialist for further assistance.

■ Cannot locate the equipment with Local Discovery

Problem Description

Local Discovery cannot detect the equipment.

Corrective Action

The equipment is normally located automatically by SNMP. When the TWAIN driver, File Downloader, Address Book Viewer, Backup/Restore Utility, or Remote Scan driver cannot automatically discover the equipment over the network, the most likely cause is limitations of the protocols supported by the computer. In some cases, you need to add or update network components; however, first see the checklist below to fix the problem.

No.	Check...	Yes	No	Corrective Action
1	Check the SNMP version. Is the SNMP setting configured for SNMP V3?	⇨	Next Step ⇩	Check whether the SNMP V3 is available on your environment.
2	Is SNMP enabled on the equipment? Is “public” specified for the Read Community?	Next Step ⇩	⇨	Enable the SNMP (MIB) and confirm the Read Community setting.
3	Confirm that the protocol suite installed on the client computer has been updated with the latest software for the given operating system. If your network only supports the IPX/SPX protocol, make sure that the most current version of Novell Client software is installed.	Next Step ⇩	⇨	See the vendor’s Web site for information about product updates and technical supports.
4	Print an NIC Configuration page from the equipment. Does the equipment support the same protocol as the network?	Next Step ⇩	⇨	Configure the proper protocol.
5	Change the protocol settings from TopAccess, if necessary, and reboot the equipment for the changes to take effect. Repeat step 2. Was the device discovered?	**End**	Next Step ⇩	
6	Check the NIC Configuration page. Are the IP address and subnet mask settings correct?	Next Step ⇩	⇨	Setup the TCP/IP settings correctly.
7	Check the router to make sure that it is not filtering out the equipment packets. Is the router processing equipment packets correctly?	Next Step ⇩	⇨	Adjust the router settings.
8	Can another computer within the same network segment discover the equipment?	Next Step ⇩	⇨	See the following section to fix the problem: 📖 P.80 “Locating the Equipment in the Network”
9	Check the NIC Configuration page. Is the Unit Serial Number part of the device name?	Next Step ⇩	⇨	Contact your service representative.
10	Check link activities on the port being used by the equipment and the integrity of the network cable, hub, or switch that connects the equipment to the network. Replace any network components that you can tell or suspect are faulty.	**End**	⇨	

■ Equipment does not respond to ping command

Problem Description

The equipment does not respond to a ping command.

Corrective Action

Check the network settings following the checklist below.

No.	Check...	Yes	No	Corrective Action
1	Confirm that the TCP/IP protocol suite is installed on the client computer.	Next Step ⇩	⇨	Refer to the networking section of your operating system documentation.
2	Look at the NIC configuration page and confirm that the TCP/IP settings are correct. Is the IP address entered and valid? Are the Gateway and Subnet settings correct?	Next Step ⇩	⇨	Enter the correct TCP/IP settings.
3	Reboot the equipment. Check the NIC Configuration page that is printed out. Are the TCP/IP settings correct?	Next Step ⇩	⇨	The settings are not binding, contact your service representative.
4	Try to ping the equipment again. Did the equipment respond to the ping?	**End**	Next Step ⇩	
5	Can you ping the equipment from any other computer within the same network? If not, the equipment might have an IP address that is out of range or invalid.	Next Step ⇩	⇨	Contact your local network specialist for a valid IP address for the equipment.
6	Can you ping to another computer within the same network?	Next Step ⇩	⇨	Check the computer's protocol settings to make sure the gateway and subnet settings are correct.
7	If you have customized the device name, you can check if the NIC is functional by restoring the default settings. When the equipment automatically reboots and an NIC Configuration page is printed, does the device name include the NIC's unit serial number?	Next Step ⇩	⇨	The NIC is faulty or improperly installed. Contact your service representative.
8	Check link activities on the port being used by the equipment and also the integrity of the network cable, hub, or switch that is connecting the equipment to the network. Replace any network components that you suspect are faulty. Can you ping the equipment now?	**End**	⇨	Contact your service representative.

LDAP Search and Authentication Problems

■ Network shutdown occurs or touch panel disabled after LDAP search

Problem Description

After performing the LDAP search, the network shutdown occurs or the touch panel is disabled.

Corrective Action

Try the checklist below. If the problem remains unsolved, contact your service representative.

No.	Check...	Yes	No	Corrective Action
1	Is the LDAP server correctly running?	Next Step ⇩	⇨	Confirm that the LDAP server is correctly running.
2	Is the LDAP server setting correctly set?	**End**	⇨	Enter the correct LDAP setting. Re-enter the correct password carefully because it is displayed by asterisks.

■ LDAP authentication takes a long time

Problem Description

It takes a long time to perform LDAP authentication on the touch panel.

Corrective Action

Try the checklist below. If the problem remains unsolved, contact your service representative.

No	Check...	Yes	No	Corrective Action
1	Is the LDAP server correctly running?	Next Step ⇩	⇨	Check the LDAP server is correctly running.
2	Is the LDAP server setting correctly set?	**End**	⇨	Enter the correct LDAP setting. Especially re-enter the correct password carefully because it displays with asterisks.

Printing Problems (Network Related)

Among the several ways to use the equipment in the network, the simplest one is to set the equipment in the TCP/IP environment using a DHCP server to mutually assign IP addresses dynamically among devices. Using the default settings also assures an easier network implementation, although you may be required to customize the settings to accommodate them in your particular environment.

Some common network configurations are shown below, along with the steps required to configure the equipment. If you perform all the steps in the applicable checklist and still cannot print satisfactorily with the equipment, contact your service representative.

Tips

- You can change the network protocol settings with the touch panel of the equipment or with TopAccess (the Administration page).
- For the error messages that appear during the installation of the printer drivers, refer to the ***Software Installation Guide***.

■ SMB print and Point&Print in a Windows operating system environment

No	Check...	Yes	No	Corrective Action
1	Are the IP address properties correctly set?	Next Step ⇩	⇨	Set up the IP address correctly.
2	Is the Microsoft computer name (device name) unique?	Next Step ⇩	⇨	Set up the device name correctly.
3	Is the workgroup name valid and correctly entered?	Next Step ⇩	⇨	Set up the workgroup correctly.
4	Is the WINS server address correctly set?	Next Step ⇩	⇨	Set up the WINS server address correctly, or enter “0.0.0.0” for the WINS server address to disable the WINS service.
5	If the client computers are located in different segments, is the WINS service correctly provided?	Next Step ⇩	⇨	Set up the WINS server and enable it on the equipment to allow users access from a different segments.
6	Can you see the equipment in Windows Network Neighborhood?	Next Step ⇩	⇨	See the following section to fix the problem: 🕮 P.80 “Cannot locate the equipment in the network”
7	Were the proper printer drivers installed?	Next Step ⇩	⇨	Refer to the ***Software Installation Guide*** to install the proper printer drivers.
8	Is the driver’s port name valid?	Next Step ⇩	⇨	Refer to the ***Software Installation Guide*** to configure the proper port.
9	Can you print with the equipment?	**End**	⇨	See the following section to fix the problem: 🕮 P.69 “Cannot print with the equipment (network connection problems)”

■ Raw TCP or LPR print in a Windows operating system environment

No	Check...	Yes	No	Corrective Action
1	Are the IP Address properties correctly set?	Next Step ⇩	⇨	Set up the IP address correctly.
2	Is Raw TCP print correctly set?	Next Step ⇩	⇨	Set up the Raw TCP print service correctly.
3	Is LPR/LPD print correctly set?	Next Step ⇩	⇨	Set up the LPD print service correctly.
4	Were the proper printer drivers installed?	Next Step ⇩	⇨	Refer to the ***Software Installation Guide*** to install the proper printer drivers.
5	Is the Raw TCP or LPR port configured with the correct IP address?	Next Step ⇩	⇨	Refer to the ***Software Installation Guide*** to configure the proper port.
6	Can you print to the equipment?	**End**	⇨	See the following section to fix the problem: 🕮 P.69 “Cannot print with the equipment (network connection problems)”

■ IPP print in a Windows operating system environment

No.	Check...	Yes	No	Corrective Action
1	Are the IP address properties correctly set?	Next Step ⇩	⇨	Set up the IP address correctly.
2	Is the HTTP server on the equipment enabled?	Next Step ⇩	⇨	Enable the HTTP server in the HTTP Network Service.
3	Is the IPP print correctly set?	Next Step ⇩	⇨	Set up the IPP print service correctly.
4	Were the proper printer drivers installed?	Next Step ⇩	⇨	Refer to the ***Software Installation Guide*** to install the proper printer drivers.
5	Is the IPP port configured with the correct URL?	Next Step ⇩	⇨	Refer to the ***Software Installation Guide*** to configure the proper port.
6	Can you print to the equipment?	**End**	⇨	See the following section to fix the problem: 🕮 P.69 “Cannot print with the equipment (network connection problems)”

■ Novell print in a NetWare environment

No.	Check...	Yes	No	Corrective Action
1	Are the IPX/SPX protocols enabled? Is the correct frame type selected?	Next Step ⇩	⇨	Set up the IPX/SPX correctly.
2	If applicable, did you successfully set up queue-based print?	Next Step ⇩	⇨	Set up the NetWare server properly.
3	Did you configure the equipment for a NetWare connection?	Next Step ⇩	⇨	Set up the NetWare network settings correctly.
4	Did you configure the equipment for Novell print service?	Next Step ⇩	⇨	Set up the Novell print service correctly.
5	Were the proper printer drivers installed?	Next Step ⇩	⇨	Refer to the ***Software Installation Guide*** to install the proper printer drivers.
6	Is the IPP port configured with the correct URL?	Next Step ⇩	⇨	Refer to the ***Software Installation Guide*** to configure the proper port.
7	Can you see the equipment in Windows Network Neighborhood?	Next Step ⇩	⇨	Check that the SMB protocol is enabled in the client computers.
8	Can you print to the equipment?	**End**	⇨	See the following section to fix the problem. 🕮 P.69 “Cannot print with the equipment (network connection problems)”

■ Macintosh environment

No.	Check...	Yes	No	Corrective Action
1	Is AppleTalk enabled on the equipment?	Next Step ⇩	⇨	Enable AppleTalk.
2	Are the IP address properties correctly set?	Next Step ⇩	⇨	Set up the IP address correctly.
3	Is the equipment available in the Chooser when you click the LaserWriter 8 printer icon?	Next Step ⇩	⇨	Make sure that the AppleTalk zone is supported by the Macintosh client.
4	Can you access any other network device from the Macintosh computer?	Next Step ⇩	⇨	Refer to your Macintosh networking documentation or contact Macintosh technical support.
5	Can another Macintosh computer on the network print to the equipment? If so, compare the settings to determine which need to be changed to support print from this machine.	**End**	⇨	Refer to your Macintosh networking documentation or contact Macintosh technical support.

■ UNIX/Linux environment

No.	Check...	Yes	No	Corrective Action
1	Are the IP address properties correctly set?	Next Step ⇩	⇨	Set up the IP address correctly.
2	Is the LPR/LPD print correctly set?	Next Step ⇩	⇨	Set up the LPD print service correctly.
3	Did you successfully install the UNIX/Linux filters?	Next Step ⇩	⇨	Refer to the ***Software Installation Guide*** to install UNIX/Linux filters.
4	Did you successfully create and set up a print queue?	Next Step ⇩	⇨	Refer to the ***Software Installation Guide*** to configure the print queue.
5	Can you print to the equipment using LPD as the root?	Next Step ⇩	⇨	Set up UNIX/Linux access for the equipment to enable other users to print from the Bourne shell. Refer to your UNIX/Linux documentation for more information.
6	Can you ping the equipment from your computer?	Next Step ⇩	⇨	Try a remote ping from another server. If you can reach the equipment from that server, check for conflicts between the equipment and your current network segment.
7	Is the LP Daemon functioning?	Next Step ⇩	⇨	Reload Daemon or restart the system.
8	Can you print to the equipment?	**End**	⇨	Contact your service representative.

Network Fax (N/W-Fax) Driver Problems

This section describes the troubleshooting for the Network Fax (N/W-Fax) driver.

Tip

For the error messages that appear during the installation of the N/W-Fax driver, refer to the ***Network Fax Guide***.

■ Cannot send a fax document with N/W-Fax driver

Problem Description

I cannot send a fax document with N/W-Fax driver.

Corrective Action

If the Network Fax (N/W-Fax) driver on a client points to a wrong network port, jobs do not appear in the current jobs queue or are not printed out. Fix the problem following the procedure below:

1. Open the Printers folder from the Control Panel.
2. Right-click the printer driver icon.
3. Select Properties from the shortcut menu.
4. Select the [Ports] tab. Browse to select the printer or Novell queue.
5. Make sure that the path to the printer and the device name are correct.
   \\<device name>\print
   <device name> is the same as the device name set from the touch panel.
6. Click the [General] tab and click Print Test Page to confirm that the settings are correct.

■ “Could not connect to the MFP device” message appears

Problem Description

When accessing the N/W-Fax driver properties, the message “Could not connect to the MFP device” appears.

Corrective Action

The N/W-Fax driver currently cannot communicate with the equipment. Try the steps in the checklist below.

No	Check...	Yes	No	Corrective Action
1	Is the equipment turned on?	Next Step ⇩	⇨	Turn on the equipment.
2	Does the same message appear again when you access the property of the printer driver?	Next Step ⇩	End	
3	Can you connect the computer to the equipment via TopAccess?	End	⇨	Reboot the equipment and the computer that displayed the error message.

7

CHECKING THE EQUIPMENT STATUS WITH TopAccess

This chapter describes how to check the status of the equipment with TopAccess.

Hardware Status Icons on TopAccess [Device] Tab 90

Error Messages 92

Error Codes..... 96

Error codes on print jobs 96
Error codes on transmission and reception 97
Error codes on scan jobs.....100

Hardware Status Icons on TopAccess [Device] Tab

When the equipment requires maintenance or when an error occurs with the equipment, the icons indicating the status information appear near the graphic image of the equipment on the TopAccess [Device] tab. The following are the icons to appear and the descriptions for them.

For details of the [Device] tab of TopAccess, refer to the ***TopAccess Guide***.

Printer Error 1

This icon indicates a non-recommended toner cartridge is used and the equipment stopped printing.
📖 P.46 “Replacing a Toner Cartridge”

Printer Error 2

This icon indicates:

- You need to remove paper from the receiving tray of the equipment.
- You need to remove paper from the receiving tray of the Finisher.
- You need to remove the staples jammed in the Finisher.
  📖 P.42 “Staple jam in the Finisher”
- You need to remove the staples jammed in the Saddle Stitch unit.
  📖 P.43 “Staple jam in the Saddle Stitch unit”
- You need to clear the hole punch paper bits from the Hole Punch Unit.
  📖 P.58 “Cleaning the Hole Punch Dust Bin”
- The recommended toner cartridge is not being used.
  📖 P.46 “Replacing a Toner Cartridge”
- You tried to perform saddle stitching for a printing on mixed paper sizes.
- The equipment cannot load paper from the External Large Capacity Feeder.

Cover Open

This icon indicates the front cover is open.

Toner Empty

This icon indicates no toner is left. It also indicates which color is empty:
📖 P.46 “Replacing a Toner Cartridge”

Waste Toner Full

This icon indicates the waste toner box is full and requires replacing.
📖 P.52 “Replacing the Waste Toner Box”

Paper Empty

This icon indicates no paper is left in a drawer.
Refer to the ***Copying Guide***.

Paper Jam

This icon indicates a paper jam occurred. It also indicates the location of the paper jam.
📖 P.11 “Clearing a Paper Jam”

Staples Empty

This icon indicates no staples are left in the Finisher.
📖 P.54 “Refilling With Staples”

Call for Service

Contact your service representative to have the equipment inspected.

Error Messages

When a message appears on the [Device] Tab of TopAccess, see the table below for the corrective action.

TopAccess Message	Corrective Action
Front Cover Open - Please Close Cover.	Close the front cover.
Paper Feeding Cover Open - Please Close Cover.	Close the paper feeder cover.
Transfer/Transport unit Open - Please Close Cover.	Close the transfer/transport unit.
Large Capacity Feeder Cover Open - Please Close Cover.	Close the Large Capacity Feeder cover.
Drawer Open - Please Close Cover.	Close the drawer.
Automatic Duplexing Unit Cover Open - Please Close Cover.	Close the automatic duplexing unit cover.
Relay Unit Cover Open - Please Close Cover.	Close the Bridge Unit cover.
Finisher Joint Cover Open - Please Close Cover.	Close the Finisher joint cover.
Staple Door Open - Please Close Cover.	Close the stapler cover.
Punch Unit Front Cover Open.	Close the Punch Unit front cover.
Lower Tray Delivery Cover Open - Please Close Cover	Close the lower tray delivery cover.
Lower Tray Front Cover Open - Please Closer Cover	Close the lower tray front cover.
Punch Unit Front Cover Open - Please Close Cover	Close the Punch unit front cover.
Hole Punch Unit Open - Please Close Cover.	Close the Hole Punch Unit cover.
Paper Jam in Auto Duplexer Unit - Please Clear Paper Path	Refer to the guidance on the touch panel to remove jammed paper.
Paper Insertion Jam - Please Clear Paper Path	Refer to the guidance on the touch panel to remove jammed paper.
Paper Jam in Printer - Please Clear Paper Path	Refer to the guidance on the touch panel to remove jammed paper.
Paper Ejection Jam - Please Clear Paper Path	Refer to the guidance on the touch panel to remove jammed paper.
Staple Jam in Finisher - Please Clear Staple	Remove the jammed staples from the Finisher. See 🕮 P.42 “Clearing a Staple Jam”.
Paper Jam in Finisher - Remove paper	Remove the jammed paper from the Finisher. See🕮 P.11 “Clearing a Paper Jam”
Staple Jam in Saddle Stitch Finisher - Please Clear Staple	Remove jammed staples from the Saddle Stitch Finisher. See 🕮 P.42 “Clearing a Staple Jam”
Used Toner Container Full - Please Replace.	Replace the waste toner box. See 🕮 P.52 “Replacing the Waste Toner Box”.
Toner Not Recognized - Please Check Toner.	Check and adjust the toner bottle.
Black Toner Empty - Please Refill.	Replace the black toner. See 🕮 P.46 “Replacing a Toner Cartridge”.
Cyan Toner Empty - Please Refill.	Replace the cyan toner. See 🕮 P.46 “Replacing a Toner Cartridge”.
Magenta Toner Empty - Please Refill.	Replace the magenta toner. See 🕮 P.46 “Replacing a Toner Cartridge”.
Yellow Toner Empty - Please Refill.	Replace the yellow toner. See 🕮 P.46 “Replacing a Toner Cartridge”.
Confirm waste toner box is attached	Confirm the waste toner box is securely attached and close the waste toner box cover.
Close duplexing unit cover	Close the duplexing unit cover.
Close receiving tray low cover	Close the low cover of the receiving tray.
Prepare new waste toner box	Prepare a new waste toner box.
TRU Box needs to be replaced (Please make a service call)	Contact your service representative for the replacement of the TRU Box.
Automatic Document Feeder Error - Please Contact Service Technician.	Contact your service representative.
Alignment Error in Automatic Document Feeder - Please Contact Service Technician.	Contact your service representative.
Motor Error in Automatic Document Feeder - Please Contact Service Technician.	Contact your service representative.
I/F Error in Automatic Document Feeder - Please Contact Service Technician.	Contact your service representative.
Fatal Error - Please Contact Service Technician.	Contact your service representative.

TopAccess Message	Corrective Action
Main Motor Error - Please Contact Service Technician.	Contact your service representative.
Printer Output Error - Please Contact Service Technician.	Contact your service representative.
Printer Input Error - Please Contact Service Technician.	Contact your service representative.
Expired scan documents deleted from share folder.	Expired documents are deleted automatically from the “SCAN” folder in the “SHARE_FILE” folder.
Expired Sent Fax documents deleted from share folder.	Expired documents are deleted automatically from the “TXFAX” folder in the “SHARE_FILE” folder.
Expired Received Fax documents deleted from share folder.	Expired documents are deleted automatically from the “RXFAX” folder in the “SHARE_FILE” folder.
Scanned documents in shared folder deleted upon user’s request.	Documents in the “SCAN” folder have been deleted by a user.
Sent Fax documents in shared folder deleted upon user’s request.	Documents in the “TXFAX” folder have been deleted by a user.
Received Fax documents in shared folder deleted upon user’s request.	Documents in the “RXFAX” folder have been deleted by a user.
Failed to delete file.	The file cannot be deleted from the shared folder.
Failed to acquire resource.	The file cannot be acquired from the shared folder.
Document(s) expire(s) in a few days.	There are documents to be deleted in a few days in e-Filing.
Hard Disk space for Electronic Filing nearly full.	The hard disk has little disk space available. Delete unnecessary documents to make the hard disk space.
Power failure occurred during e-Filing restoring.	The document could not be stored in e-Filing because of the power failure.
SMTP Destination Error has been detected in the received mail. This mail was deleted.	The equipment cannot receive the Email that does not contain the sender’s Email address. Ask the sender to send the Email again with the sender’s Email address.
OffRamp Destination limitation Error has been detected in the received mail.	The equipment cannot perform the Offramp transmission to more than 40 destinations. Ask the sender to send the Offramp document separately for each of the 40 destinations.
Fax Unit Error has been occurred in the received mail.	The equipment cannot perform the Offramp transmission without the optional Fax Unit.
POP3 Connection Error has been occurred in the received mail.	Make sure that the POP3 server is properly running. Make sure that the correct IP address of the POP3 server is assigned.
POP3 Connection Timeout Error has been occurred in the received mail.	Make sure that the network cable is correctly connected. Make sure that the POP3 server is properly running.
POP3 Login Error has been occurred in the received mail.	Make sure that the correct login name and password are specified.
POP3 Login Error occurred in the received mail	Make sure that the POP3 login type (Auto, POP3, APOP) is set correctly.
File I/O Error has been occurred in this mail. The mail could not be received until File I/O is recovered.	Turn OFF then ON the power and check whether the equipment can receive the Internet Fax. If the Internet Fax document cannot be received, confirm that any files other than TIFF and text files are attached in the Internet Fax.
Hard Disk space for File Share nearly full.	The hard disk has little disk space available. Delete unnecessary documents to make the hard disk space.
Domain - General Failure during Authentication	Verify the Network Settings again and retry connecting to the domain controller.
Domain - Invalid User Name or Password	Check the user name and password. Note that they are case-sensitive.
Domain - Server not present in Network	The server is not on network or it could not be located. Also check the DNS and DDNS settings on TopAccess.
Domain - User account is disabled on Server	Check the User attributes on the server. This can be verified in -> Active Directory Users and Computers.
Domain - User account has expired and cannot be used for logon	Change the account expiration date and retry again. The expiration date can be modified from Active Directory Users and Computers.
Domain - User account is locked and cannot be used for logon	The lockout duration could be specified in account lockout security policy. If so, retry after the lockout duration.
Domain - Invalid logon hours for the User	The administrator has set restrictions on the logon hours. The logon hours can be modified from Active Directory Users and Computers.

TopAccess Message	Corrective Action
Active Directory Domain - Clock Skew error due to difference in Time between Server and MFP	The clocks need to be synchronized. Please check whether SNTP is configured correctly on the equipment.
Active Directory Domain - Kerberos Ticket has expired and cannot be used for Authentication	Please confirm the validity period of the ticket set by the Kerberos server. Please retry again after the fresh ticket is issued.
Active Directory Domain - Verification of the Ticket has failed	Please verify the user name and password and retry again. If the problem persists please contact the administrator.
Active Directory Domain-The Domain specified could not be found	Please enter the correct domain name in network settings. If the problem persists please contact the administrator for the correct realm name for your server.
Information Failed User Authentication	Check Domain Name/User Name/Password
SNTP Server - Connect Error has occurred	The equipment could not connect to the SNTP Server. Check the SNTP settings.
No IKE proposal chosen	Check the IKEv1/IPsec proposal parameters (like encryption/authentication algorithms, DH group, authentication methods) in MFP and peer machine.
IKE Certificate Authentication failed	Check 1. CA and user certificate in both MFP and remote peer - certificate timestamp and IPsec Certificate template should be valid. 2. CRL DP server name is mapped in MFP's host table or DNS entry. 3. Certificate against CRL.
IKE Pre-shared key Authentication failed	Mismatch in IKEv1 Pre Shared Key. Check the PSK in MFP and remote machine.
Invalid Certificate	Check the CA and user certificate in MFP and peer machine.
Certificate Type unsupported	Check the user certificate type. Supported type is ".pfx" file only.
Invalid certificate authority	Check the CA certificate in MFP and peer machine.
Certificate unavailable	Certificate has been deleted from Certificate store. Re-upload the corresponding certificates using Security Services.
No ISAKMP SA established	Check the IKEv1/IPsec proposal parameters (like encryption/authentication algorithms, DH group, authentication methods) in MFP and peer machine. Check 1. CA and user certificate in both MFP and remote peer - certificate timestamp and IPsec Certificate template should be valid. 2. CRL DP server name is mapped in MFP's host table or DNS entry. 3. Certificate against CRL.
Invalid Signature	Mismatch in Signature payload (MAC or IV). Check the CA and user certificate in MFP and peer machine.
No IKEv2 proposal chosen	Check the IKEv2/IPsec proposal parameters (encryption/authentication algorithms, DH group, authentication methods) in MFP and peer machine.
IKEv2 Certificate Authentication Failed	Check 1. CA and user certificate in both MFP and remote peer - certificate timestamp and IPsec Certificate template should be valid. 2. CRL DP server name is mapped in MFP's host table or DNS entry. 3. Certificate against CRL.
IKEv2 Secret key Authentication failed	Mismatch in IKEv2 Pre Shared Key. Check the PSK in MFP and peer machine.
Falling Back to IKEv1	Remote machine is not supporting IKEv2. Going back to use IKEv1.
ISAKMP SA unusable (deleted)	Restart IPsec service on Peer and retry.
Crypto operation failed	If Certificates are being used, re-upload the corresponding certificates using Security Services. Restart IPsec Service on MFP.
Invalid key information	Check IKE settings in MFP and peer.
CA not trusted	Check the CA certificate in MFP and peer machine. Check the CA certificate timestamp.

TopAccess Message	Corrective Action
Authentication Method mismatch	Mismatch in IKE authentication type. Check the Authentication type in MFP and peer.
IKE Version mismatch	Mismatch in IKE version. Check the IKE version in MFP and peer.
Encapsulation mode mismatch	Check the IPsec mode (Transport/Tunnel) in MFP and peer.
Peer IP Address mismatch	Remote Traffic selector mismatch. Check the destination address/ port in IPsec filter.
Local IP Address mismatch	Local traffic selector mismatch. Check the source address/port in IPsec filter.
Local ID mismatch	Check the user certificate in MFP.
Remote ID mismatch	Check the user certificate in peer machine.
IKEv1/IKEv2 Timed out	Check the network connectivity between MFP and peer machine. Select the Flush Connections Option and retry.
It succeeded in the acquisition of the certificate	It succeeded in the acquisition of the certificate.
An unknown error occurred by SCEP	Verify the Network Settings again and retry generating certificates.
Timeout error	1) Check the IP address / FQDN of the CA server and verify the Network Settings. 2)Increase the timeout value and retry generating certificates again.
file save error	Try re-generating the certificates again.
SCEP operation is failed	Check the challenge phrase. It may be because of the wrong challenge phrase.

Error Codes

TopAccess has the pages for the job lists; print, transmission, reception, and scan jobs. The following error codes are shown on these pages in the [Logs] tab (successful jobs have no codes). These codes help you specify the cause of an error you might encounter.

Tip

The error codes are also shown on the [LOG] window of the touch panel. See the following lists when you find an error code on the touch panel.

■ Error codes on print jobs

Error Code	Problem Description	Corrective Action
402F	PM size error	1200 dpi print jobs cannot be printed without the optional expansion memory. Send a print job with a 600 dpi setting.
4031	HDD full error	Delete unnecessary private print jobs and invalid department print jobs.
4032	Private-print-only error	Jobs other than Private print cannot be printed. Perform Private printing.
4033	Printing data storing limitation error	Printing with its data being stored to the HDD temporarily (Proof print, Private print, Scheduled print, etc.) cannot be performed. Perform normal printing.
4034	e-Filing storing limitation error	Printing with its data being stored to the HDD (print and e-Filing, print to e-Filing, etc.) cannot be performed. Perform normal printing.
4035	Local file storing limitation error	Network Fax or Internet Fax cannot be sent when “Local” is selected for the destination of the file to save. Select “Remote” (SMB/FTP) for the destination.
4036	User authentication error	The user performing the printing has not been authenticated or user-registered. Perform user authentication or user registration.
4040	No authority to execute a job	The user has not been assigned the authority to perform this operation by the administrator.
4050	The connection with the LDAP server or its authority setting has something wrong.	Ask your LDAP server administrator about it.
4300	Job execution error due to functional restrictions	USB direct printing cannot be performed due to a functional restriction. Contact your service technician.
4301	File conversion error	The format of this file is not supported in the USB direct printing, or the file is invalid. Check the file.
4310	Double-sign encoding error	A double-sign encoding error occurred because the PDF file is encrypted in a forbidden language or in a language not supported. Printing the file in this function is disabled.
4311	Printing not permitted	Printing is not permitted or only printing in a low resolution level is permitted due to the encryption language of the encrypted PDF file. Printing the file in this function is disabled. * Permitted only when a user password is entered.
4312	Password mismatching	The entered password is neither matched with a user password nor an owner password. Check the password again.
A221	Job canceled	(Job was canceled.)
A222	Power failure	Check whether the power cable is connected properly and it is inserted securely. Check whether the power voltage is unstable.
A290	Limit over error (Black and White)	Number of prints has exceeded the one specified with the department code and user code at the same time. Clear the limit counter.
A291	Limit over error (Black and White)	Number of prints has exceeded the one specified with the user code. Clear the limit counter.
A292	Limit over error (Black and White)	Number of prints has exceeded the one specified with the department code. Clear the limit counter.
A2A0	Limit over error (Color)	The number of prints has exceeded the one specified for the department code and user code, or users (guests) are not authorized to perform color printing. Clear the limit counter, or authorize users so that they can perform color printing.
A2A1	Limit over error (Color)	The number of prints has exceeded the one specified for the user code, or users (guests) are not authorized to perform color printing. Clear the limit counter, or authorize users so that they can perform color printing.
A2A2	Limit over error (Color)	Number of prints has exceeded the one specified with the department code. Clear the limit counter.

■ Error codes on transmission and reception

Error Code	Problem Description	Corrective Action
0011	Paper jam	Clear the jammed printing paper.
0012	Original jam	Clear the jammed original.
0013	Door open	Firmly close the open door.
0020	Power interruption	Check the power interruption report.
0030	Reset	(The transmission was canceled by pressing the [FUNCTION CLEAR] button.)
0033	Polling Error	Check polling options setup (Security Code, etc.), and check whether the polling document exists.
0042	Memory full	Make sure that there is sufficient memory before making the call again.
0050	Line busy	Retry communications.
0053	Security Mismatch in Relay or Mail Box transmission	Confirm the remote party's Security Code, system password and your setup.
00B0-00B5 00C0-00C4 00D0-00D2	Signal Error or Line Condition Error	Retry communications. Frequent failures may indicate a phone line problem. If possible, move the unit to another line and try your communications again.
00E8	HDD error	Retry communications. If the error still occurs, contact your service representative.
00F0	Software failure	Retry communications. If the error still occurs, contact your service representative.
00F1	Hardware noise	Retry communications. If the error still occurs, contact your service representative.
1C10	System access abnormality	Turn the power OFF and then back ON. Perform the job in error again. If the error still occurs, contact your service representative.
1C11	Insufficient memory	When there are running jobs, perform the job in error again after the completion of the running jobs. If the error still occurs, turn the power OFF and then back ON, and perform the job again.
1C12	Message reception error	Turn the power OFF and then back ON. Perform the job in error again.
1C13	Message transmission error	Turn the power OFF and then back ON. Perform the job in error again.
1C14	Invalid parameter	When a template is used, create the template again. If the error still occurs, turn the power OFF and then back ON, and perform the job again.
1C15	Exceeding file capacity	Ask your administrator to change the "Fragment Page Size" setting for the Internet Fax setting, or reduce the number of pages and perform the job again.
1C20	System management module access abnormality	Turn the power OFF and then back ON. Perform the job in error again. If the recovery is still not completed, contact your service representative.
1C21-1C22	Job control module access abnormality	Turn the power OFF and then back ON. Perform the job in error again. If the recovery is still not completed, contact your service representative.
1C30-1C33	Disk access error	When there are running jobs, perform the job in error again after the completion of the running jobs. If the error still occurs, turn the power OFF and then back ON, and perform the job again.
1C40	Image conversion abnormality	Turn the power OFF and then back ON. Perform the job in error again. If the error still occurs, contact your service representative.
1C60	HDD full failure during processing	Reduce the number of pages of the job in error and perform the job again. Check whether the server or local disk has a sufficient space in disk capacity.
1C61	Address Book reading failure	Turn the power OFF and then back ON. Perform the job in error again. Reset the data in the Address Book and perform the job again. If the error still occurs, contact your service representative.
1C62	Memory acquiring failure	Turn the power OFF and then back ON. Perform the job in error again. If the error still occurs, contact your service representative.
1C63	Terminal IP address unset	Ask your administrator to set the IP address of the equipment.
1C64	Terminal mail address unset	Ask your administrator to set the E-mail address of the equipment.
1C65	SMTP address unset	Ask your administrator to set the SMTP server address.
1C66	Server time-out error	Check whether the SMTP server is operating properly.

Error Code	Problem Description	Corrective Action
1C69	SMTP server connection error	Ask your administrator to set the login name or password of the SMTP server and perform the job again. Check whether the SMTP server is operating properly.
1C6A	HOST NAME error	Ask your administrator to check if there is an illegal character in the device name. Delete the illegal character and reset the appropriate device name.
1C6B	Terminal mail address error	Ask your administrator to check the SMTP Authentication method or if there is an illegal character in the Terminal mail address. Set the correct SMTP Authentication method or delete the illegal character in the Terminal mail address.
1C6C	Destination mail address error	Check if there is an illegal character in the Destination E-mail address. Delete the illegal character and reset the appropriate Destination E-mail address, then perform the job again.
1C6D	System error	Turn the power OFF and then back ON. Perform the job in error again. If the error still occurs, contact your service representative.
1C70	SMTP client OFF	Ask your administrator to enable the SMTP Client and perform the job again.
1C71	SMTP authentication error	Confirm that the login name and password are correct. If SSL is enabled, make sure that SSL port number is correctly set.
1C72	POP Before SMTP error	Confirm that the POP Before SMTP settings and POP3 settings are correct.
1C80	Internet Fax transmission failure when processing E-mail job received	Check the “Received Internet Fax Forward” settings.
1C81	Onramp Gateway transmission failure	Check the mail box settings.
1C82	Internet Fax transmission failure when processing Fax job received	Check the “Received Fax Forward” setting.
1CC1	Power failure	Check whether the power cable is connected properly and it is inserted securely. Check whether the power voltage is unstable.
3A10-3A12	MIME format error	Ask the sender to resend the Email in the MIME1.0 format.
3A20-3A22	Email process error	Ask the sender to resend the Email.
3A30	Partial Email timeout error	Ask the sender to resend the Email, or change the Partial Wait time setting.
3A40	Invalid partial Email received	Ask the sender to resend the partial Email in the RFC2046 format.
3A50-3A52	HDD full error	Ask the sender to resend the Email by separating it to several Emails. If this error occurs because the paper empty occurs and too much waiting jobs are stored in the hard disk, add the paper to activate other jobs.
3A60-3A62	HDD full alert	Ask the sender to resend the Email by separating it to several Emails. If this error occurs because the paper empty occurs and too many waiting jobs are stored in the hard disk, add the paper to activate other jobs.
3A70	Interrupt partial Email reception	Ask your administrator to enable the Enable Partial Email setting and ask the sender to resend the Email.
3A80-3A82	Partial Email disabled	Ask your administrator to enable the Enable Partial Email setting and ask the sender to resend the Email.
3B10-3B12	Email format error	Ask the sender to resend the Email.
3B20-3B22	Context-Type error	Ask the sender to resend the Email with attached files that are the TIFF format.
3B30-3B32	Invalid character set	Ask the sender to resend the Email in the ISO-8559-1/2 format.
3B40-3B42	Email decode error	Ask the sender to resend the Email.
3C10-3C13	TIFF analysis error	Ask the sender to resend the Email with attached files that are the TIFF format.
3C20-3C22	TIFF compression error	Ask the sender to resend the Email with attached TIFF files in the MH, MR, MMR, or JBIG compression.
3C30-3C32	TIFF resolution error	Ask the sender to resend the Email with attached TIFF files whose resolution is either 200 x 100, 200 x 200, 200 x 400, 300 x 300, or 400 x 400 dpi.
3C40-3C42	TIFF paper size error	Ask the sender to resend the Email with attached TIFF files that can be printed on the paper available for the equipment.
3C50-3C52	Offramp transmission error	Ask the sender to specify the correct fax numbers and resend the Email.

Error Code	Problem Description	Corrective Action
3C60-3C62	Offramp security error	Confirm that the specified fax numbers are registered in the address book of the equipment. If not, register the fax numbers in the address book and ask the sender to resend the Email with the correct fax numbers.
3C70	Power failure	Confirm that the job is recovered or not. If not, ask the sender to resend the Email.
3D10	Destination address error	Ask your administrator whether the DNS and mail server settings are correctly set. If they are correctly set, ask the sender to confirm that the destination address is correct.
3D20	Exceeding maximum offramp destinations	Ask the sender to specify up to 40 destinations for one offramp gateway job. The equipment cannot perform the offramp gateway transmission for more than 40 destinations.
3D30	Fax unit is not installed	Make sure that the Fax unit is installed, or connected correctly.
3E10	POP3 server communication error	Ask your administrator whether the POP3 server address is correctly set, and whether the POP3 server works properly. If SSL is enabled, make sure that SSL port number is correctly set.
3E20	POP3 server communication timeout	Ask your administrator whether the POP3 server works properly and the LAN cable is connected to the server.
3E30	POP3 login error	Ask your administrator whether the POP3 user name and password are set correctly.
3E40	POP3 login type error	Ask your administrator whether the POP3 login type (Auto, POP3, APOP) is set correctly.
3F00, 3F10, 3F20, 3F30, 3F40	File I/O error	Ask the sender to resend the Email. If the error still occurs, contact your service representative.

■ Error codes on scan jobs

Tip

The error indications on scan jobs are done as follows:

- On TopAccess log list, messages indicating the status are displayed.
- On the touch panel of the equipment, error codes are displayed. See the listings below.

Error Code	Problem Description	Corrective Action
Email		
2C10, 2C12, 2C13, 2C20-2C22	Illegal Job status	A system error has occurred during sending of an email. Retry it. If the error still occurs, contact your service representative.
2C11, 2C62	Not enough memory	When there are running jobs, perform the job in error again after the completion of the running jobs. If the error still occurs, turn the power OFF and then back ON, and perform the job again.
2C14	Invalid parameter specified	Make sure that you specify the settings correctly and try again.
2C15	Message size exceeded limit or maximum size	You are sending too many documents at a time. Send your documents separately.
2C30-2C33	Disk access error	When there are running jobs, perform the job in error again after the completion of the running jobs. If the error still occurs, turn the power OFF and then back ON, and perform the job again.
2C40	Failed to convert image file format	When this error occurs by converting the Slim PDF format, retry the scan. If the error still occurs, specify the general PDF format. When this error occurs by converting other than the Slim PDF format, turn the power OFF and then back ON. Then retry the scan. If the error still occurs, contact your service representative.
2C43	Encryption error. Failed to create a file	If the error still occurs after retrying, turn the power OFF and then back ON. Then retry it.
2C44	Creating a file was not allowed.	Creating an unencrypted file was not allowed. Configure the encryption settings and retry the failed job. To create an unencrypted file, consult the administrator.
2C61	Failed to read Address Book	Turn the power OFF and then back ON. Retry the job in error. Reset the data in the Address Book and retry it. If the error still occurs, contact your service representative.
2C63, 2C64	Invalid Domain Address	Ask your administrator to set the IP address.
2C65, 2C66, 2C69	Failed to connect to SMTP server	Make sure that the SMTP server is correctly working, or the SMTP server address has been set correctly.
2C6A	Failed to send E-Mail message	Turn the power OFF and then back ON. Retry the scan. If the error still occurs, contact your service representative.
2C6B	Invalid address specified in From: field	Ask your administrator to check the SMTP Authentication method or if there is an illegal character in the Terminal mail address. Set the correct SMTP Authentication method or delete the illegal character in the Terminal mail address.
2C6C	Invalid address specified in To: field	Make sure that there is an illegal character in the Destination mail address. Delete the illegal character and reset the appropriate Destination mail address, then retry it.
2C6D	NIC system error	Turn the power OFF and then back ON. Retry the scan. If the error still occurs, contact your service representative.
2C70	SMTP service is not available	Ask your administrator whether the SMTP service is enabled.

Error Code	Problem Description	Corrective Action
2C71	SMTP authentication error	Confirm that the login name and password are correct. If SSL is enabled, make sure that the SSL port number is correctly set.
2C72	POP Before SMTP error	Confirm that the POP Before SMTP settings and POP3 settings are correct.
2C80	Failed to process received Email job	Ask your administrator whether the Internet Fax Received Forward is set.
2C81	Failed to process received Fax job	Ask your administrator whether the Fax Received Forward is set.
2CC0	Job canceled	(Job was canceled.)
2CC1	Power failure occurred	Make sure that the power cable is connected properly and it is inserted securely. Resend the job.
Save as File		
2D10, 2D12, 2D13, 2D20-2D22	Illegal Job status	Turn the power OFF and then back ON. Retry the scan. If the error still occurs, contact your service representative.
2D11	Not enough memory for saving the scan job	Wait for a while and retry the job. If the error still occurs, turn the power OFF and then back ON and retry it.
2D14	An internal error occurred	Turn the power OFF and then back ON, and retry the job. If the error still occurs, contact your service representative.
2D15	Exceeding maximum file capacity	Divide the file into several files, or retry in a single-page format.
2D30	Failed to create directory	Make sure that the access privilege to the storage directory is writable and also the disk in the directory has enough space, and then retry the job. If more than one job is performed simultaneously, the error may occur because the disk temporarily runs out of space. In this case, wait for a while and retry the job. If the error still occurs, turn the power OFF and then back ON, and then retry it.
2D31, 2D33	Failed to create file	Make sure that the access privilege to the storage directory is writable and also the disk in the directory has enough space, and then retry the job. If more than one job is performed simultaneously, the error may occur because the disk temporarily runs out of space. In this case, wait for a while and retry the job. If the error still occurs, turn the power OFF and then back ON, and then retry it.
2D32	Failed to delete file	Make sure that the access privilege to the storage directory is writable and then retry the job. If the error still occurs, turn the power OFF and then back ON, and then retry it.
2D40	Failed to convert image file format	When this error occurs by converting the Slim PDF format, retry the scan. If the error still occurs, specify the general PDF format. When this error occurs by converting other than the Slim PDF format, turn the power OFF and then back ON. Then retry the scan. If the error still occurs, contact your service representative.
2D43	Encryption error. Failed to create a file	If the error still occurs after retrying, turn the power OFF and then back ON. Then retry it.
2D44	Creating a file was not allowed.	Creating an unencrypted file was not allowed. Configure the encryption settings and retry the failed job. To create an unencrypted file, consult the administrator.
2D60	Failed to copy file	Turn the power OFF and then back ON. Retry the scan. If the error still occurs, contact your service representative.

Error Code	Problem Description	Corrective Action
2D62	Failed to connect to network destination. Check destination path.	Make sure that the network folder is shared in your network and retry the scan. If the error still occurs, ask your administrator to check whether the IP address or path of the server is correct. Also make sure that the server is operating properly.
2D63	Specified network path is invalid. Check destination path.	Make sure that you specify the correct network folder and retry the scan.
2D64	Logon to file server failed. Check user name and password.	Make sure that you specify the correct user name and password to logon the file server, or you specify correct file server. Then retry the scan.
2D65	There are too many documents in the folder. Failed in creating new document.	Delete the data in the local storage folder in the equipment and retry the scan.
2D66	Failed to process your job. Insufficient storage space.	Delete the data in the destination folder in the equipment and retry the scan.
2D67	FTP service is not available	Ask your administrator whether the FTP service is configured correctly.
2D68	File Sharing service is not available	Ask your administrator whether the SMB protocol is enabled.
2DA8	The HDD is running out of capacity for the shared folder	Delete the unnecessary data in HDD.
2DC0	Job canceled	(Job was canceled.)
2DC1	Power failure occurred	Make sure that the power cable is connected properly and it is inserted securely. Resend the job.
Store to e-Filing		
2A10	Failed to acquire resource.	Retry the scan.
2A20 2A40	System fatal error.	Turn the power OFF and then back ON. Retry the scan.
2A50	Job canceled.	(Job was canceled.)
2A51	Power failure occurred.	Make sure that the power cable is connected properly and it is inserted securely. Resend the job.
2B10	There was no applicable job.	Retry the scan.
2B11	Job status failed.	Retry the scan.
2B20	Failed to access file.	Retry the scan.
2B21	Message size exceeded limit or maximum size.	You are sending too many documents at a time. Send your documents separately.
2B30	Insufficient disk space.	Delete unnecessary documents in e-Filing and try again.
2B31	Failed to access Electronic Filing.	Make sure that the specified e-Filing or folder exists. (If not, this error would not occur.) Delete the specified e-Filing or folder and reset them. Retry the job in error. If the specified e-Filing or folder cannot be deleted, contact your service representative.
2B32	Failed to print Electronic Filing document.	Make sure that the specified document exists. (If not, this error would not occur.) Delete the specified document and reset them. Retry the job in error. If the specified document cannot be deleted, contact your service representative.
2B50	Failed to process image.	Turn the power OFF and then back ON. Retry the scan. If the error still occurs, contact your service representative.
2B51	Failed to process print image.	Make sure that the Function List can be printed out. Retry the print. If the error still occurs, contact your service representative.
2B60	The folder was renamed. A folder of the same name already existed.	The same named folder cannot be created in the same box.
2B70	The document was renamed. A document of the same name already existed.	The same named document cannot be created in the same box or folder.
2B71	The storage period of e-Filing documents will expire	Check whether necessary documents are stored in e-Filing. The documents will be deleted in a few days.
2B80	The HDD for storing e-Filing data is running out of space.	Delete unnecessary documents in e-Filing.

Error Code	Problem Description	Corrective Action
2B90	Insufficient Memory.	Turn the power OFF and then back ON. Retry the scan. If the error still occurs, contact your service representative.
2BA0	Invalid Box password specified.	Make sure that the password is correct and retry the scan, or reset the password and retry the scan. When this error occurs for the print of the data in the e-Filing, perform the print with the administrator's password. If the recovery is still not completed or in case of invalid password for the operation other printing (opening the file, etc.), contact your service representative.
2BA1	Incorrect paper size or color mode	This size or color mode is not supported by e-Filing. Check the paper size or color mode.
2BB0	Job canceled	(Job was canceled.)
2BB1	Power failure occurred	Make sure that the power cable is connected properly and it is inserted securely. Resend the job.
2BC0	System fatal error.	Turn the power OFF and then back ON. Retry the scan. If the error still occurs, contact your service representative.
2BC1	Failed to acquire resource.	Turn the power OFF and then back ON. Retry the scan. If the error still occurs, contact your service representative.
2BD0	Power failure occurred during restoring.	Make sure that the power cable is connected properly and it is inserted securely. Resend the job.
2BE0	Failed to obtain the machine parameters.	Turn the power OFF and then back ON. Retry the scan.
2BF0	Reached the maximum number of pages.	Reduce the pages and print again.
2BF1	Reached the maximum number of documents.	Delete the documents from the boxes or folders.
2BF2	Reached the maximum number of folders.	Delete the folders from the boxes.
Network Settings		
2500	Syntax error, command unrecognized	Check whether the Terminal mail address and Destination mail address are correct. Check whether the mail server is operating properly. Turn the power OFF and then back ON. Perform the job in error again.
2501	Syntax error in parameters or arguments	Check whether the mail server is operating properly. Turn the power OFF and then back ON. Perform the job in error again. If the error still occurs, contact your service representative.
2503	Bad sequence of commands	Check whether the mail server is operating properly. Turn the power OFF and then back ON. Perform the job in error again. If the error still occurs, contact your service representative.
2504	Command parameter not implemented	Check whether the mail server is operating properly. Turn the power OFF and then back ON. Perform the job in error again. If the error still occurs, contact your service representative.
2550	Mailbox unavailable	Confirm that the destination Email addresses are correct. Check the access privilege for the mailbox in the mail server.
2551	User not local	Confirm that the destination Email addresses are correct. Check whether the mail server is operating properly.
2552	Insufficient system storage	File is too large for mailbox. Confirm the mailbox size on the mail server. Transmit again in text mode or with a lower resolution. If the error still occurs, divide the document and transmit again.
2553	Mailbox name not allowed	Check if there is an illegal character in the mail box name in the mail server.

8

WHEN SOMETHING IS WRONG WITH THE EQUIPMENT

Try the troubleshooting tips in this chapter when you think there is something wrong with the equipment. This chapter also explains the daily care for the equipment.

When You Think Something Is Wrong With the Equipment 106
General operations 106
Originals and paper 107
Regular Maintenance 108

When You Think Something Is Wrong With the Equipment

If you think there is something wrong with the equipment, check the following items.

Tips

- To see the functions of the equipment such as copy or print, refer to their operator's manuals (***Copying Guide*** and ***Printing Guide*** respectively).
- Checking the operations or procedures may help you solve the problems. When you have what is not clear in operating the equipment or you think something is wrong with it, the operator's manual for the function you are using will be helpful.

■ General operations

Problem Description	Cause	Corrective Action
The equipment does not work at all.	The power cord is not securely inserted into the outlet.	Insert the power cord into the outlet until it comes to a stop.
No icons or signs are displayed on the touch panel.	The equipment is in the Energy Saver mode.	Press the [START] button or the [ENERGY SAVER] button to clear the Energy Saver mode. Refer to the ***Quick Start Guide***.
	The equipment is turned off by the weekly timer.	Press the [START] button.
The touch panel is dimmed.	The contrast of the touch panel is adjusted lower.	Adjust the contrast lighter. Refer to the ***MFP Management Guide***.
The button does not respond to my operation.	The equipment is in the Energy Saver mode.	Press the [START] button or the [ENERGY SAVER] button to clear the Energy Saver mode. Refer to the ***Quick Start Guide***.
	The equipment is turned off by the weekly timer.	Press the [START] button.
	The equipment has not been ready since it was turned on.	Wait until the message "Warming up" disappears and the equipment is ready.
The window "Enter Department Code" appears.	The equipment is managed under the department management function.	Enter your department code. If you do not know it, contact the administrator of the equipment.
The window "Enter the user name and Password" appears.	The equipment is managed under the user management function.	Enter your user name and password. If you do not know them, contact the administrator of the equipment.
A message is displayed on the touch panel.	Some trouble occurred in the equipment (or the message is displayed just for an ordinary operation).	See the meaning of the message referring to the listing below: P.2 "Messages Displayed on the Touch Panel"

■ Originals and paper

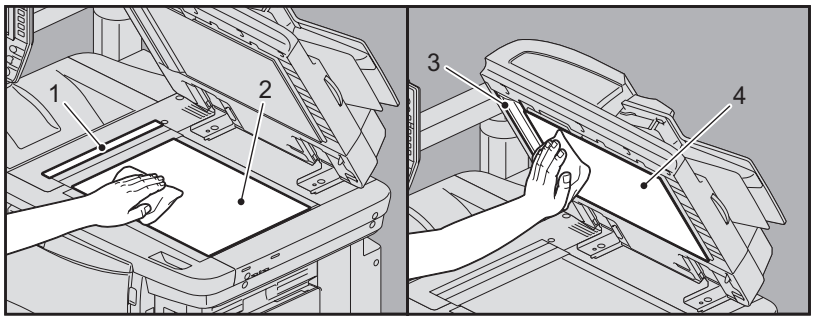
Problem Description	Cause	Corrective Action
The original is jammed.	The original is unavailable on the equipment.	Check whether the original is available on the equipment. For details, refer to Chapter 2 of the ***Copying Guide***.
Paper is jammed.	The paper is unavailable on the equipment.	Check whether the paper is available on the equipment. For details, refer to Chapter 1 of the ***Copying Guide***.
	The paper size setting registered for the equipment is inconsistent with paper in a drawer or on the bypass tray.	Match the size of the paper placed in the drawer or on the bypass tray and the size registered on the equipment. For Details, refer to Chapter 1 and 2 of the ***Copying Guide***.
	The paper type setting registered for the equipment is inconsistent with paper in a drawer or on the bypass tray.	Match the type of the paper placed in the drawer or on the bypass tray and the one registered to the equipment. For Details, refer to Chapter 1 and 2 of the ***Copying Guide***.
	The bundle of paper exceeds the height limit line indicated on the side guide.	Remove some paper to set it within the height limit line indicated on the side guide.
	There is too much space between the paper and the side and end guides of the drawer.	Adjust the space between the paper and the side guide or the end guide not to take much spaces. If the thick paper is jammed, take a little space between the paper and the side guide. For details, refer to Chapter 1 of the ***Copying Guide***.
	Hidden jammed paper has not been removed.	Check the sign again on the touch panel to see where the jam occurred. P.11 “Clearing a Paper Jam”
Two or more sheets of paper are fed together.	Sheets of paper are stuck together.	Loosen the stack of paper well and set them again.
Sheets do not align when exiting.	Sheets are placed in the drawer with the wrong side up.	Check the printing side of the sheets and place them correctly. Information about the printing side may be given on the wrapping paper of the sheets. If you cannot find which side is the printing side, try printing on both sides to see if the sheets align when exiting.
“UNDEF” indication appears instead of the paper size indication on the drawer button of the touch panel when the paper is placed.	The paper unavailable for the drawer is placed.	Check whether the paper you set is available for the drawer. For details, refer to Chapter 1 of the ***Copying Guide***.
	There are too much spaces between the paper and the side guide or the end guide.	Adjust the space between the paper and the side guide or the end guide in order not to take much spaces.
The message indicating no paper does not disappear even after paper is placed in the drawer.	Sheets placed in the drawer are not aligned.	Remove the sheets from the drawer, align them, and replace them.
	The side and end guides do not match the paper size in the drawer.	Adjust the side and end guides to match the paper size.

Regular Maintenance

We recommend that you clean the following portions weekly so that the originals can always be scanned in unsoiled conditions.

Notes

- Be careful not to scratch the portions when cleaning them.
- Do not use such solvents as thinner or benzine when cleaning the surface of the equipment.
  - This could warp the shape of the surface or leave it discolored.
  - When using a chemical cleaning pad to clean it, follow the instruction.



1. **Scanning area (surface of the long rectangular glass)**
   Wipe it with the accessory cloth or a soft dry cloth. If there are still stains remaining, wipe clean with a piece of soft cloth which has been moistened with water and then squeezed well. Do not use solvents such as alcohol.

2. **Original glass**

3. **Guide**

4. **Platen sheet**
   Clean the surface as follows depending on the extent of the staining.
   - Clean it with a soft cloth.
   - Clean it with a soft cloth lightly moistened with water.
   - Clean it with a soft cloth lightly moistened with alcohol, and then wipe with a dry cloth.
   - Clean it with a soft cloth lightly moistened with watered-down neutral detergent, wipe with a cloth moistened with water, and then wipe with a dry cloth.

INDEX

A

AppleTalk print 69

C

Clients 70
Command line option 67
[Configuration] tab 68
Copying
  blurred image 60
  color/black and white 61
  density 60
  image missing 60
  interruption 60
  rough image 61
  setting functions 60
  stains 60
  streaked image 61

D

Department code 106
Document password 66

E

e-Filing Web Utility
  contents frame 76
  error messages 77
  session ends 76
  sub windows 76
Error codes 96
  print jobs 96
  scan jobs 100
  transmission and reception 97
Error messages
  e-Filing Web Utility 77
  TopAccess 92
  touch panel 8

F

[Fonts] tab 68

H

Hardware problems 71
Hole punch dust bin 58

I

Icons on TopAccess
  call for service 91
  cover open 90
  paper empty 91
  paper jam 91
  printer error 1 90
  printer error 2 90
  staples empty 91
  toner empty 90
  waste toner full 90
IPP print 85

L

LDAP authentication 83
LDAP search 83
Local Discovery 81
Locating the equipment 80, 81
LPR print 69, 84

N

N/W-Fax driver 87
"Near Empty" toner cartridge - replacing 49
Network Fax driver 87
Novell print 85

P

Paper jam
  caused by a wrong paper size setting 33
  caused by a wrong paper type setting 38
  locating 11
  occurs frequently 13
  tips on removing the jammed paper 12
Paper jam - clearing
  bridge unit 32
  bypass tray 18
  drawer feeding portion 17
  duplexing unit 21
  External Large Capacity Feeder (optional) 15
  Finisher and Hole Punch Unit (both optional) 22
  receiving tray 30
  receiving tray lower cover 31
  receiving unit 30
  Reversing Automatic Document Feeder 13
  right side of the equipment 18
  Saddle Stitch unit (optional) 26
  side receiving tray 30
ping command 82
Point&Print 84
Port
  N/W-Fax driver 87
  printer driver 67
PostScript code 68
Print job errors 64
Printer configuration - retrieving 67
Printing a black-and-white original 68
Printing environment
  Linux 86
  Macintosh 86
  NetWare 85
  Novell print 69
  UNIX 86
  Windows 84, 85
Printing problems (network related) 84
Private print job 66
PS3 printer driver 68

R

Raw TCP print 84
Regular maintenance 108

S

Scan data
  e-mailing scan data 74
  saving in the shared folder 74
SMB print 69, 84
Staple jam - clearing
  Finisher 42
  Saddle Stitch unit 43
Staples - refilling
  Finisher 54
  Saddle Stitch unit 55
Startup page 71

T

Toner cartridge - "Near Empty" message 49
Toner cartridge - replacing 46

U

User information 106

W

Waste toner box - replacing 52

MULTIFUNCTIONAL DIGITAL COLOR SYSTEMS

Troubleshooting Guide

e-STUDIO5520c/6520c/6530c

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QUALITY SERVICE

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